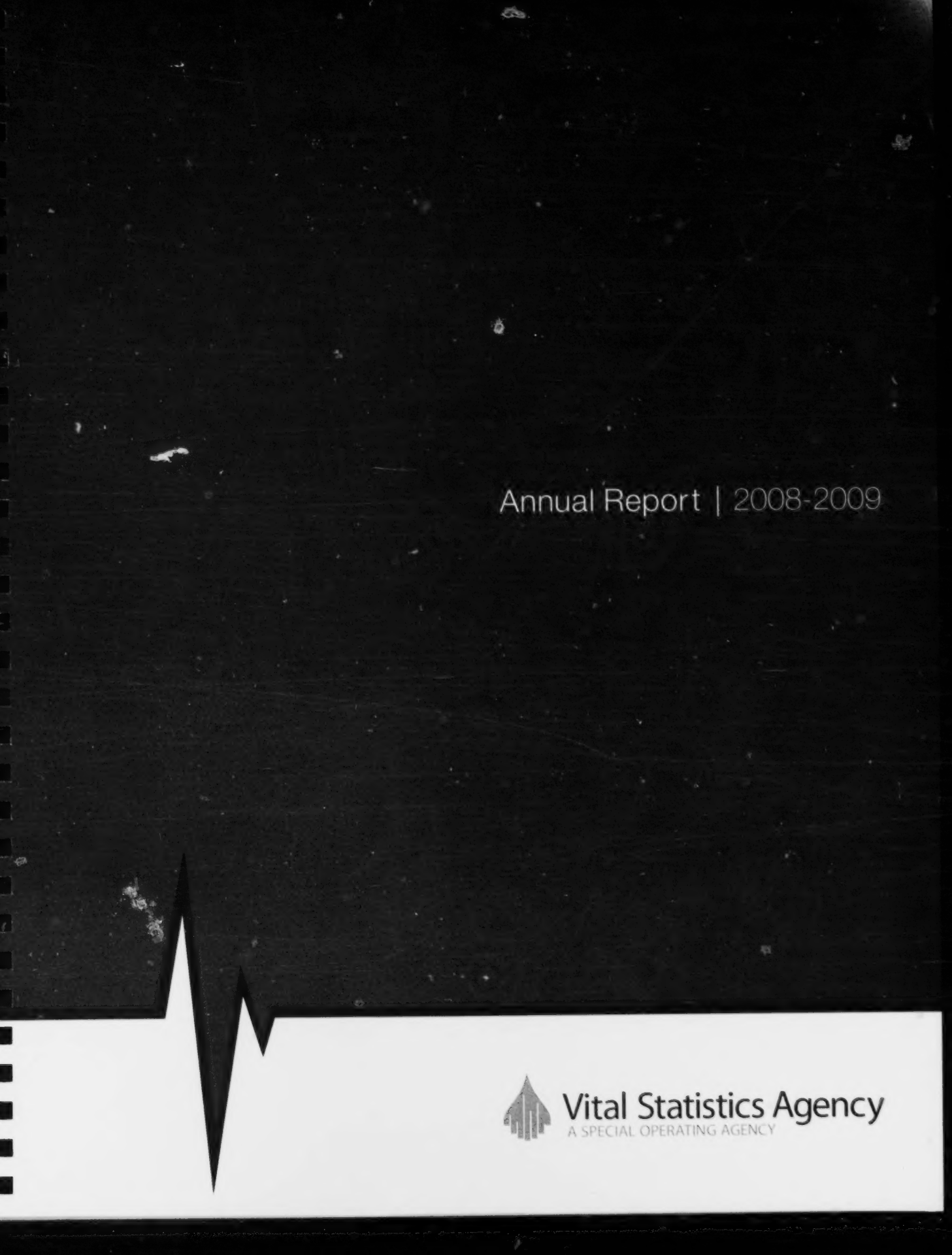
Annual Report | 2008-2009



Vital Statistics Agency
A SPECIAL OPERATING AGENCY

MINISTER OF FINANCE

Legislative Building
Winnipeg, Manitoba, CANADA
R3C 0V8

His Honour the Honourable Philip Lee, C.M., O.M.
Lieutenant Governor of Manitoba
Room 235, Legislative Building
Winnipeg, MB R3C 0V8

May It Please Your Honour:

I have the privilege of presenting for the information of Your Honour, the Fifteenth Annual Report of the Vital Statistics Agency for the fiscal year ended March 31, 2009.

Respectfully submitted,

Honourable Rosann Wowchuk
Minister
Finance

Manitoba

Deputy Minister of Finance

Room 109
Legislative Building
Winnipeg, Manitoba, CANADA
R3C 0V8
(204) 945-3754
e-mail: dmfin@leg.gov.mb.ca

Honourable Rosann Wowchuk
Minister of Finance
Room 103, Legislative Building
Winnipeg, MB R3C 0V8

Dear Ms. Wowchuk:

I have the honour to submit for your consideration the Fifteenth Annual Report of the Vital Statistics Agency for the fiscal year ended March 31, 2009.

In response to national and international security concerns, the Vital Statistics Agency has had significant increases in demand for identity products. Last year, I noted that the Agency was challenged to meet those demands and I am very pleased to advise that the Agency has vastly improved its service and delivery times.

I appreciate staff efforts to make the Agency more efficient and customer-focused.

Well done!

Respectfully submitted,

Diane Gray
Deputy Minister
Manitoba Finance

Vital Statistics Agency
254 Portage Avenue (204) 945-3701
Winnipeg, MB R3C 0B6 vitalstats@gov.mb.ca

Ms Diane Gray
Deputy Minister, Finance
Room 109 Legislative Building
Winnipeg, MB R3C 0V8

Dear Ms Gray:

I am pleased to submit the Annual Report for the Vital Statistics Agency for the year ending March 31, 2009, and to provide a brief summary of some of our achievements.

Last year, I noted my concern that the Agency had a seven week backlog of work. Our staff has worked very hard to reduce this and we are proud that most events are now registered within five days of receipt! VSA issues certificates within fifteen days "of receipt of the application" (five days if we don't have to search the record!). We have remodeled the front counter to provide immediate service to clients who come to our office. The call centre has been significantly improved, and our dropped call rate is down 60%.

We have improved office security, moved our two servers to a more secure site, converted fifty years of birth data onto our database and provided MPI with reliable birth certificate verifications to support its Enhanced Identity Card Project.

Our staff and managers have made a superlative commitment to quality service. I am grateful to be part of this great team, and thank everyone for their dedication, support and enthusiasm.

Most Sincerely,

Susan Boulter

ADVISORY BOARD MEMBERS

Chairperson:

Ms. M. Alexandra Morton, Q.C.
Assistant Deputy Minister, Finance
Consumer and Corporate Affairs Division

Members:

Ms. Susan Boulter
Chief Operating Officer/Director
Vital Statistics Agency, Finance
Consumer and Corporate Affairs Division

Ms. Joanna Knowlton
[effective February 18, 2009]
Manager, Client Administration
The Public Trustee

Ms. Donna Roed
[April 1, 2008 – October 22, 2008]
Senior Business Analyst
Manitoba Public Insurance

Mr. Gino Braha
G. Braha & Associates Ltd.

Mr. Wilf Falk
Chief Statistician
Manitoba Bureau of Statistics

Ms. Pam Lorentz
Representative, Customer Services
Vital Statistics Agency, Finance
Consumer and Corporate Affairs Division

Ms. Debbie Besant
Executive Director
Rural and Northern Services
Family Services and Housing

AGENCY MANAGEMENT

Susan Boulter
Chief Operating Officer/Director

Linda Harlos
Senior Legislative and Policy Analyst

Janet Usher
Assistant Director
Manager of System Design and Support

Ted Norrington
Manager of Finance, Administration & Communication

Frances Beer
Manager of Registration Information

Lucy Lutrzykowski
Manager of Application Processing

Ananh Khou
Manager of Customer Services

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AGENCY PROFILE
2008-2009

HISTORY AND FUNCTION

Vital Statistics began registering vital events in Manitoba in 1882. The Vital Statistics Agency is now a Special Operating Agency (SOA) that operates within the Consumer and Corporate Affairs Division of Manitoba Finance. The Agency has been an SOA since April 1, 1994, as defined under *The Special Operating Agencies Financing Authority Act*, and is responsible for administering and enforcing *The Vital Statistics Act*, *The Marriage Act*, *The Change of Name Act* and disinterment processing under *The Public Health Act*.

More than 4,500 Event Registrars representing hospitals, health facilities, personal care and nursing homes, funeral homes, members of the clergy, and marriage commissioners assist the Agency to register all vital events within the province by submitting data to the Agency, as required by legislation.

Approximately four million vital event records are preserved and safe-guarded by the Agency. Access to records is provided only in accordance with legislation that protects the privacy of Manitobans. As well as providing the source data for issuance of certificates, the event data collected in the Agency's registry system offers valuable statistical information.

ROLE IN THE CANADIAN SYSTEM OF VITAL STATISTICS

Manitoba's Vital Statistics Agency is a member of the Vital Statistics Council for Canada (Council). The Council provides a forum for developing a common approach to collecting vital statistics across the nation, sharing information with external parties, and facilitating problem-solving through shared experiences, research findings, and expertise among the jurisdictions.

Established in 1945, the Council is a partnership of registrars within the provincial/territorial jurisdictions who register all vital events in Canada and the federal officials responsible for the production and analysis of national statistics.

All provincial and territorial registrars provide vital statistics data to Statistics Canada for inclusion in a national database. All levels of government use the data to enhance effective and efficient public administration. The data collected makes it possible to generate statistical research, analysis, comparisons, and projections on mortality, fertility, nuptial arrangements, life expectancy, and population densities, as well as other demographic and geographic trends.

ORGANIZATIONAL STRUCTURE

Vital Statistics has a Management team consisting of:

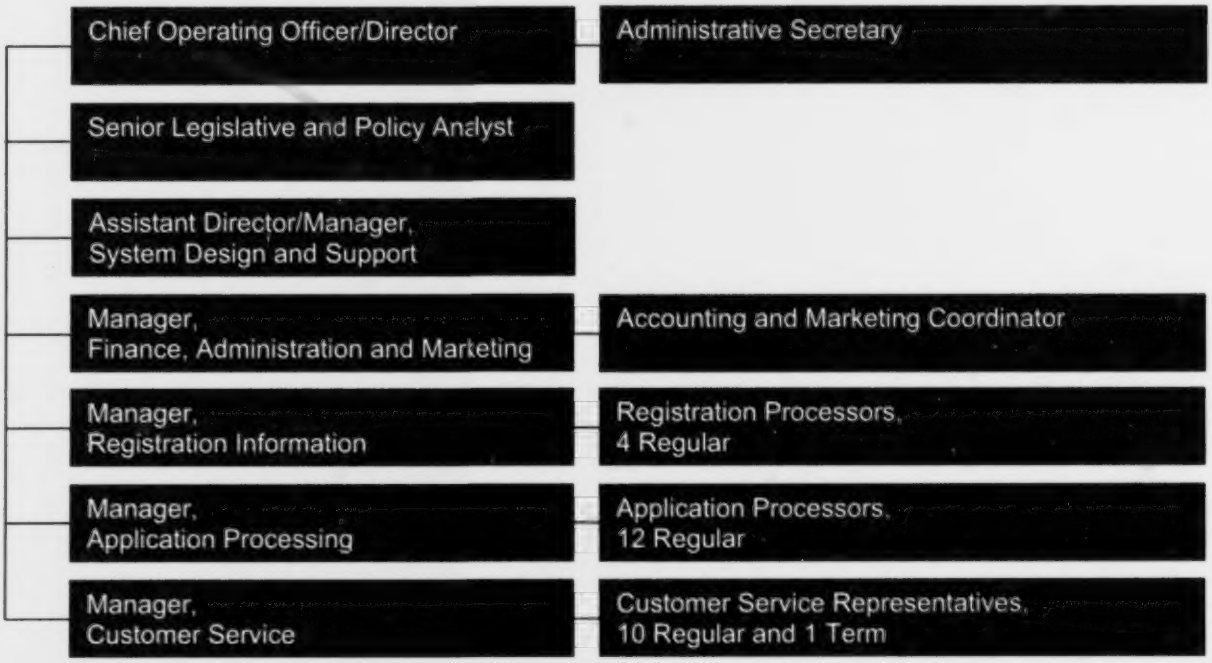
- the Chief Operating Officer,
- the Senior Legislative and Policy Analyst
- the Assistant Director/Manager of System Design and Support,
- the Manager of Finance, Administration and Marketing,
- the Manager of Registration Information
- the Manager of Application Processing, and
- the Manager of Customer Service.

The Chief Operating Officer (also known as the Director for statutory purposes) reports to the Assistant Deputy Minister of Finance, Consumer and Corporate Affairs Division. The Agency currently has thirty-four regular and one term position. The Agency has authority to hire additional term staff when needed.

The Agency's Advisory Board comments and provides advice on structure, business practices, finances and performance through reviews of business plans, quarterly reports and annual reports. The Board is appointed by the Minister of Finance and chaired by the Assistant Deputy Minister of Finance, Consumer and Corporate Affairs Division.

The Agency has reviewed its staffing complement and is undertaking an organizational review to ensure it is properly staffed to meet operational needs and all upcoming major initiatives.

ORGANIZATIONAL CHART


Chief Operating Officer/Director
Administrative Secretary
Senior Legislative and Policy Analyst
Assistant Director/Manager, System Design and Support
Manager, Finance, Administration and Marketing
Accounting and Marketing Coordinator
Manager, Registration Information
Registration Processors, 4 Regular
Manager, Application Processing
Application Processors, 12 Regular
Manager, Customer Service
Customer Service Representatives, 10 Regular and 1 Term

VISION

The Agency's vision is to strive for excellence through responsive and innovative delivery of vital statistic services.

MISSION

The Agency's mission is to ensure accurate and timely registration of vital events for health planning and research, and to provide the public with courteous, timely, and cost-effective services relating to these events in a manner that effectively meets all legislative and statutory requirements.

MANDATE

To fulfill this mission, the Agency is mandated to maintain the provincial registry for births, marriages, deaths, and stillbirths; issue certificates and certified copies from vital event registrations; and provide statistical and other types of reports and services relating to *The Vital Statistics Act*.

The Agency registers clergy, appoints marriage commissioners as marriage ceremony officiants, registers marriage licence issuers, issues marriage licences, and recognizes religious denominations under *The Marriage Act*;

The Agency registers and conducts searches for legal changes of name in accordance with *The Change of Name Act*; processes applications for Orders Authorizing Disinterment pursuant to *The Public Health Act*; registers adoptions, re-registers births, and amends records pursuant to *The Adoption Act*; and amends parentage particulars of birth records pursuant to *The Family Maintenance Act*.

OUR PRODUCTS AND SERVICES

VITAL STATISTICS CUSTOMERS

The general public is the largest consumer of the Agency's services. Statistics Canada is also a major data user of vital event information in both record copy and data file formats. Courts, financial and health institutions, police, and physicians request services, as do numerous government departments and agencies, and all vital statistics offices in other jurisdictions.

VITAL STATISTICS SERVICES

The Agency maintains the database of all vital event records. The statistical information is available for use in research in a manner consistent with standards set out by legislation and the Health Statistics Division of Statistics Canada.

The Agency issues Certificates which include:

- one-size polymer certificates for births;
- small-size certificates for changes of name;
- large-size certificates for marriages, deaths, and changes of name;
- certificates or certified copies of birth, stillbirth, marriage, and death records which are required or may be necessary in courts and elsewhere to establish necessary facts in instances such as life insurance claims, child support, tracing ancestry, and settlement of pensions and estates; and
- commemorative birth and marriage certificates intended only for framing, not as official identity documents.

The Agency amends records for corrections, adoptions, and name changes; issues marriage licences and appoints clergy and commissioners to perform marriages; issues burial and re-burial permits; obtains Orders Authorizing Disinterments; conducts searches of records, including genealogical searches; and issues search receipts and copies of registrations.

SERVICE ACCESSIBILITY

Applications for certificates can be obtained at the Agency's main office. Other government offices such as land title offices and bilingual service centers (St. Boniface, Notre Dame de Lourdes, and St. Pierre) also carry application forms. In addition, application forms can be downloaded from the Agency's bilingual website at **www.gov.mb.ca/cca/vital** as well as obtained by fax or regular mail by contacting the Agency. The Agency's website has forms and fees information.

ENSURING EXCELLENCE IN DELIVERING SERVICES AND PRODUCTS

The Agency is committed to ensuring that their fees for services, service turnaround times, product diversity, customer satisfaction, and operational efficiency and effectiveness compare competitively to other jurisdictions across Canada. Further information on the Agency's performance follows in this annual report.

FEDERAL/PROVINCIAL/TERRITORIAL COUNCIL ON IDENTITY IN CANADA

The Federal government invited the provincial and territorial governments to form a Committee to prepare a policy framework for identity in Canada. The Council's mandate is to provide options to ensure that Canadians have access to a secure and verifiable form of identification.

The Identity Council developed a policy framework to base all identity on verifiable foundation documents (birth certificates and immigration documents). With the acceptance of this concept by all levels of government, all provinces and territories will have to work closely to ensure that there are no weaknesses in the integrated system.

SIN CARD AT BIRTH

Service Canada (SC) and the Agency are in discussions to develop a process and system interface in support of several SC mandates.

First, SC wants Manitoba to provide new parents with an option to order a SIN number for their newborn child at the time of the birth registration. The Agency has received approval to continue these discussions.

Second, SC needs historical and real-time Manitoba death information to reduce overpayments in government-funded benefit plans and provide Canadians with accurate records.

In the 2007 Provincial Throne Speech, the Manitoba government announced its commitment to the introduction of SIN at Birth, giving additional impetus to this initiative.

The Agency and SC are in discussions about the funding, processes, and potential fees of this new venture.

ONLINE APPLICATIONS

In 2007, The Government announced plans to introduce VSA online applications for Manitobans. Consequently, the Agency began its online application efforts with the aid of Science, Technology, Energy, and Mines (STEM) and the departmental IT branch in developing a business needs statement and a resource assessment outline for this major project. The Agency has seconded a project coordinator and is developing its business plan in accordance with this project.

ENHANCED IDENTITY CARD (EIC)

The Agency and Manitoba Public Insurance (MPI) have signed an 18 month agreement to provide verification of birth certificates supplied by applicants for the Enhanced Identity Card (EIC). The Agency began providing electronic verification in February 2009. This project required considerable IT, legal, and process changes during its development.

ELECTRONIC INFORMATION VERIFICATION

Both provincial and territorial Vital Statistics Offices (VSOs) and the Federal government share a responsibility to ensure document integrity and the prevention of counterfeiting, forgery, and otherwise fraudulent use of documents. Recognizing the importance of birth certificates as foundation documents, VSCC proposed a means of electronically authenticating certificates. The initial project was called the National Routing System (NRS) and it was designed as a conduit to move data to and from VSOs.

Manitoba accepted funding from the federal government and had its systems consultant create the necessary interface for the NRS system. MPI was the Agency's first client for electronic verification.

TURNAROUND TIME

Due to extremely high volumes in applications and increased verification protocols, the Agency was unable to meet its preferred turnaround time for over two years. In January 2008, the Agency identified steps to streamline processes, which included hiring new employees to fill longstanding position vacancies and working overtime to reduce lengthy wait times. Registration backlogs were reduced from 23 working days in April 2008 to 2 working days in April 2009. Applications for certificates are processed within an average of 10 days if records are incomplete and 5 days if records are complete.

THE PUBLIC INTEREST DISCLOSURE (WHISTLEBLOWER PROTECTION) ACT

Any disclosures of wrongdoing received by the Vital Statistics Agency pursuant to *The Public Interest Disclosure (Whistleblower Protection) Act* will be reported in the annual report of Manitoba Finance. For further information, please refer to the 2008/09 annual report of Manitoba Finance.

SUSTAINABLE DEVELOPMENT

The Agency has an ongoing recycling program with Manitoba Infrastructure and Transportation (MIT) that results in only true waste going into landfill sites.

DATA CONVERSION

In 2007/08, the Agency hired an external supplier to transfer selected historical images from microfilm to electronic format. The supplier then used the images to identify and upload the missing information in the database. As of March 31, the Agency had completed all birth records back to 1930 and is working with the supplier to complete its marriage and change of name data back to 1950 by the fall of 2009.

OTHER PROJECTS

The Agency has a representation on two of the three Pan-Canadian Identity Management Committees (Legal Review Committee and Service Delivery Committee).

INFORMATION SHARING AGREEMENTS

The Agency is reviewing its current data sharing relationships and analyzing its legislation and regulations. The goal is to establish secure and reliable memorandums of agreements and a workable regulation.

THE SERVICES PERFORMED 2008-2009 FISCAL YEAR

SERVICE/REGISTRATION ACTIVITIES

The following table shows actual and budgeted service/registration activities for 2008-2009, as well as the actual service/registration activities for the previous two years.

ACTIVITIES	2008-2009 Actual	2008-2009 Budget	2007-2008 Actual	2006-2007 Actual
SERVICES				
Birth Certificates	54,023	51,500	54,563	56,897
Marriage Certificates	10,722	8,200	10,505	10,102
Death Certificates	7,517	8,000	7,338	7,219
Certified Copies	4,045	10,500	6,714	5,889
Search Receipts	4,864	1,000	4,473	4,460
Corrections	1,928	1,000	1,001	993
Adoptions Registered	206	400	209	228
Delayed Registrations	32	51	106	24
Marriage Licences	725	1,000	638	786
Change of Name	1,174	1,000	864	878
Victims of Crime	408	700	643	623
Immediate Service	17,480	17,000	25,675	22,548
Commemorative Certificates	434	1,000	950	598
TOTAL SERVICES	**103,558**	**101,351**	**113,679**	**111,245**
REGISTRATIONS				
Birth Registrations	16,856	15,000	15,546	14,493
Marriage Registrations	6,228	6,125	5,859	4,716
Death Registrations	11,350	9,900	10,270	8,690
Stillbirth Registrations	166	100	118	115
TOTAL REGISTRATIONS	**34,600**	**31,125**	**31,793**	**28,014**
TOTAL ACTIVITIES	138,158	132,476	145,472	139,259

PROVINCIAL FEE COMPARISON

PROVINCIAL VITAL STATISTICS FEES - EFFECTIVE MARCH 31, 2009													
SERVICE	**AB**	**BC**	**MB**	**NB**	**NL**	**NU**	**NWT**	**NS**	**ON**	**PEI**	**PQ**	**SK**	**YT**
BIRTH													
Small	20	27	25	20♠	20	10	10	28.84	25♠	25	15	25	10
Large	20	27	(1)	25	20	10	10	34.85	(1)	35	15	25	10
Certified Copy	20	50	25	(1)	20	10	20	34.85	35♦	(1)	(1)	50	10
MARRIAGE													
Small	20	27	(1)	20	(1)	10	10	28.3	(1)	25	(1)	25	10
Large	20	27	25	25	20	10	10	(1)	15	35	15	25	10
Certified Copy	20	50	25	25	20	10	20	34.2	22	(1)	(1)	50	10
DEATH													
Large	20	27	25	25	(3)-20	10	10	28.3	15	30	15	25	10
Certified Copy	20	50	25	(1)	(3)-20	10	20	34.2	22	(1)	(1)	50	10
24 HOUR SERVICE (INCLUSIVE)	**Ξ**	**60**	**60**	**20-25(5)**	**20**	**10**	**10**	**29-35**	**55-65**	**50-60**	**(1)**	**55**	**10(5)**
GENEALOGICAL SEARCH	**20**	**50**	**12/25 ♥**	**15**	**25**	**(1)**	**(1)**	**16.3**	**15**	**10**	**(1)**	**25**	**1£**
YEARS SEARCHED	**3**	**All**	**All**	**3**	**3**	**(1)**	**(1)**	**3**	**5**	**3**	**(1)**	**3**	**All**
Freedom to Marry Letter	(1)	(1)	25	(1)	(1)	(1)	(1)	(1)	15	(1)	(1)	(1)	(1)
Commemorative Certificates	(1)	50	25	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)
Security Certificates	(1)	(1)	25	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)
Commemorative and Security Certificates	(1)	(1)	20	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)
AMENDMENT													
Correction	20	27	25	20	(3)	10	20	21.76	22-37	25	(3)	20	10
Delayed Registration	20	(3)	25	20	(3)	10	20	21.76	50	10	50-100	20	10
Other	20	27	25	20	(3)	10	20	21.76	(1)	25	(3)	(3)	10
MARRIAGE LICENCE	**40**	**100**	**100**	**(3)**	**50**	**25**	**50**	**115.91**	**75**	**100**	**(1)**	**(2)**	**20**
CIVIL CEREMONY	**(2)**	**80.25**	**50 ▌**	**50**	**▲**	**25**	**75**	**84.37**	**75**	**(2)**	**(2)**	**(2)**	**(2)**
CHANGE OF NAME													
All Inclusive	120	137•	125	125	36.4	(2)	125	144.7	137	100	125	135.7	50
Given Name	Inc.	Inc.	Inc.	100	25	(2)	Inc.	(1)	Inc.	100	Inc.	Inc.	Inc.
Surname	Inc.	Inc.	24.7	125	36.4	(2)	Inc.	(1)	(1)	100	Inc.	Inc.	Inc.
Additional Family Members	Inc.	27	50	50	25	(2)	50	21.35	22	100	25♪	3.7■	17.5
CHANGE OF NAME CERTIFICATE													
Copy	20	27	25	15	25	(1)	(1)	16.3	15	(3)	10	25	10
Search	20	50	Inc.	Inc.	Inc.	(1)	(1)	5.45	15	10	(1)	(1)	Inc.
Years Searched	All	All	All	1988+	3	(1)	(1)	3	5	3	(1)	(1)	1988
COMMON-LAW RELATIONSHIP	**(1)**	**(1)**	**125**	**(1)**	**(1)**	**(1)**	**(1)**	**(1)**	**(1)**	**(1)**	**(1)**	**25**	**(1)**

LEGEND:

Inc. = Service is included in fee
(1) = Not available
(2) = Service provided by another department
(3) = No charge
(4) = Excluding courier costs
(5) = Courier costs added to fee

AB
Ξ N/A. processing time is within 2-3 business days
-Applications are accepted at agent offices. Agent fees are $8-$20 for AB residents. Additional fees are charged for credit card use, immediate issues, and applications for provincial registries.

BC
• Added to the fee for a Change of Name is a payment of $25 to the RCMP OIC Finance Branch for a Criminal Record Check, plus any charge by the detachment or Police Department for taking prints
-Add $5.95 for credit card use.

MB
♥ $12 fee applies to records ordered from website
▌ Plus travel expenses

NB
♦ No charge for newborns
-Fees also include the cost of publication

NL
▲ Fee can vary
-Walk-in service available

ON
♠ Fee for first certificate and its replacement is $25 and $35, respectively
♦ Fee for first certified copy and its replacement is $35 and $45, respectively
-Under the *Marriage Act*, the fee charged by the ORG for marriage licences and civil marriages is $75. Under the *Municipal Act*, municipalities may charge an extra administrative fee.

PQ
♪ For a minor child
€ $20 for initial 5-year search and $4 per additional year

SK
■ Gazette fee per additional person

YT
£ $1per year up to $20

PERFORMANCE MEASUREMENTS 2008 – 2009 FISCAL YEAR

PERFORMANCE MEASUREMENTS

In an effort to monitor, evaluate, and measure our success in meeting the Agency's goals, staff developed two specific categories of performance measurements: internal activity performance targets and client service targets.

I. INTERNAL ACTIVITY PERFORMANCE TARGETS

Internal activity performance targets are activities which support at least one critical success factor the Agency must undertake in order to ensure it operates at peak levels of efficiency and effectiveness. These internal activity performance measures link the program outcomes to the Agency's lines of business and include:

MANAGEMENT

Ensure satisfactory confidence of stakeholders;

FINANCIAL

Run operations that are financially self-sustaining and according to best business practices;

COMMUNICATIONS

Effectively communicate with employees, customers, and stakeholders;

HUMAN RESOURCES

Involve staff in following best private and public sector employment practices; and

OPERATIONS

Continuously improve service quality and responsiveness.

II. CLIENT SERVICE PERFORMANCE TARGETS

Client service performance targets were developed by tracking and comparing current targets (internal operating targets) against established baseline data (standard turnaround times). Actual program outcomes for the year ended March 31, 2009 are contained on the next page.

CLIENT SERVICE PERFORMANCE TARGETS: RESULTS

CLIENT SERVICE PERFORMANCE TARGETS - APPLICATION PROCESSING UNIT		FULL YEAR (IN $000's)	
MEASURES	**FUNCTION/OBJECTIVE**	**ACTUAL 2008/2009**	**BUDGET 2008/2009**
INPUT MEASURE	To issue certificates and certified copies after retrieval and verification of registered events; responsible for customer correspondence, fax and e-mail services.	13.5SY $688	13.5SY $520
OUTPUT MEASURE	Transactions per year.	99,085	97,200
ACTIVITY MEASURE	Number of turnaround days.	13.0	15.0
OUTCOME MEASURE	Percentage turnaround days met.	57%	80%

CLIENT SERVICE PERFORMANCE TARGETS - CUSTOMER SERVICE UNIT		FULL YEAR (IN $000's)	
MEASURES	**FUNCTION/OBJECTIVE**	**ACTUAL 2008/2009**	**BUDGET 2008/2009**
INPUT MEASURE	To process corrections, changes of name, adoptions, delayed registrations and disinterments; to issue marriage licences; to maintain registries for clergy, marriage commissioners and licence issuers; responsible for customer telephone inquiries.	10.5SY $649	10.5SY $569
OUTPUT MEASURE	Transactions per year.	4,473	4,151
ACTIVITY MEASURE	Number of turnaround days.	15.0	10.0
OUTCOME MEASURE	Percentage turnaround days met.	60%	51%

CLIENT SERVICE PERFORMANCE TARGETS - REGISTRATION UNIT		FULL YEAR (IN $000's)	
MEASURES	**FUNCTION/OBJECTIVE**	**ACTUAL 2008/2009**	**BUDGET 2008/2009**
INPUT MEASURE	To register all vital events occurring in Manitoba; microfilming of all event registrations; to provide data users with timely and accurate reports of these events.	5.0SY $276	5.0SY $288
OUTPUT MEASURE	Transactions per year.	34,600	31,125
ACTIVITY MEASURE	Number of turnaround days.	14.0	10.0
OUTCOME MEASURE	Percentage turnaround days met.	65%	38%

Note: SY = Staff Year

SELECTED STATISTICS
2008 CALENDAR YEAR

LIVE BIRTHS, MARRIAGES, DEATHS, AND STILLBIRTHS RATE PER 1,000 POPULATION (1999-2008)

	Live Births			Marriages			Deaths			Stillbirths	
Year	Number	Rate Per MB Health Population	Rate Per Statistics Canada Population	Number	Rate Per MB Health Population	Rate Per Statistics Canada Population	Number	Rate Per MB Health Population	Rate Per Statistics Canada Population	Number	Rate Per 1,000 Live Births
2008	15,906	13.3	13.2	5,604	4.7	4.6	10,096	8.4	8.4	152	9.6
2007	15,697	13.2	13.2	5,785	4.9	4.9	9,984	8.4	8.4	119	7.6
2006	15,005	12.7	12.7	5,776	4.9	4.9	9,803	8.3	8.3	123	8.2
2005	14,582	12.4	12.4	5,728	4.9	4.9	9,903	8.4	8.4	120	8.2
2004	14,292	12.2	12.2	5,695	4.9	4.9	9,927	8.5	8.5	120	8.4
2003	14,399	12.4	12.4	5,660	4.9	4.9	9,925	8.6	8.5	126	8.8
2002	14,332	12.4	12.5	5,906	5.1	5.1	9,881	8.5	8.6	113	7.9
2001	14,465	12.5	12.6	5,968	5.2	5.2	9,747	8.5	8.5	119	8.2
2000	14,615	12.7	12.7	6,473	5.6	5.6	9,919	8.6	8.6	139	9.5
1999	14,763	12.9	12.9	6,627	5.8	5.8	9,909	8.7	8.7	123	8.3

Rate is the number of fetal deaths of 20 or more weeks' gestation or weighing 500 grams or more per 1,000 live births.

DEATHS IN MANITOBA BY AGE AND SEX (2008) AND BY AGE AND TOTALS (2006-2008)

	2008			2007	2006
Age	Male	Female	Total	Total	Total
Under 1 Year	61	54	115	117	92
1-4 Years	9	5	14	20	20
5-14 Years	20	11	31	40	24
15-24 Years	92	33	125	112	129
25-44 Years	229	151	380	404	374
45-64 Years	985	648	1,633	1,584	1,524
65-79 Years	1,615	1,133	2,748	2,731	2,683
80 Years and Over	2,066	2,984	5,050	4,976	4,957
Total	**5,077**	**5,019**	**10,096**	**9,984**	**9,803**

CERTAIN SELECTED UNDERLYING CAUSES OF DEATH IN MANITOBA RATE PER 100,000 POPULATION (2008)

	2008		
Causes of Death	**Number**	**Rate Per MB Health Population**	**Rate Per Statistics Canada Population**
Diseases of the heart (I00-I09, I11, I13, I20-I25, I26-I51)	2,261	188.6	187.2
Cancer (C00-C97)	2,653	221.3	219.6
Cerebrovascular Disease (I60-I69)	615	51.3	50.9
Accidents (V01-X59, Y85-Y86)	477	39.8	39.5
Pneumonia (J12-J18)	230	19.2	19.0
Suicide (X60-X84, Y890)	155	12.9	12.8
Diabetes (E10-E14)	383	31.9	31.7

- Codes in parentheses refer to the International Classification of Diseases, Version 10 (ICD-10).

DEATH RATES UNDER ONE YEAR OF AGE IN MANITOBA (1999-2008)

Year	Stillbirth[1]	Perinatal[2]	Neonatal[3]	Post-Neonatal[4]	Infants[5]
2008	9.6	13.9	5.0	2.2	7.2
2007	7.6	11.9	5.2	2.3	7.5
2006	8.2	12.0	4.5	1.7	6.1
2005	8.2	12.3	4.9	2.1	7.0
2004	8.4	13.0	5.5	2.1	7.6
2003	8.8	13.7	6.0	2.0	8.0
2002	7.9	11.6	4.5	2.7	7.2
2001	8.2	11.4	4.4	2.6	7.1
2000	9.5	12.9	4.3	2.4	6.7
1999	8.3	13.5	5.0	2.4	8.4

1 Stillbirth: a child or fetus 20 or more weeks' gestation or weighing 500 grams or more that is dead at birth. Stillbirth rates are per 1,000 live births.
2 Perinatal: a child aged between the twentieth week of gestation and the twenty-eighth day of newborn life. Perinatal rates are per 1,000 live births.
3 Neonatal: a newborn child. Neonatal rates are per 1,000 live births.
4 Post-neonatal: a child aged between the thirtieth day of newborn life and the start of infancy. Post-neonatal rates are per 1,000 live births.
5 Infant rates are per 1,000 live births.

MANITOBA INFANT MORTALITY BY REGION OF RESIDENCE (2008)

	2008		
Regions	**Infant Deaths**	**Live Births**	**Rate Per 1,000 Live Births**
Assiniboine	4	796	5.0
Brandon	0	591	0.0
Burntwood	13	1,112	11.7
Central	14	1,730	8.1
Churchill	0	8	0.0
Interlake	7	840	8.3
Norman	9	720	12.5
North Eastman	3	514	5.8
Parkland	2	426	4.7
South Eastman	3	1,038	2.9
Winnipeg	44	7,594	5.8
Non-Residents	15	535	28.0
Totals	**115**	**15,906**	**7.2**
Manitoba Residents	99	15,369	6.4

6 Includes three infant deaths where the Health Region was unknown.

DEATHS OF CHILDREN UNDER ONE YEAR OF AGE BY UNDERLYING CAUSE AND AGE IN MANITOBA (2008)

	2008			
Causes of Death	**< 7 Days**	**7-28 Days**	**28 Days - 1 Year**	**Total**
Congenital Anomalies (Q00-Q99)	18	3	10	31
Respiratory Distress of Newborn (P22)	1	0	0	1
Other Respiratory Conditions Originating in the Perinatal Period (P23-P28)	3	0	1	4
Immaturity (P07)	15	0	0	15
Injury at Birth (P10-P15)	0	0	0	0
Newborn Affected by Complications of Placenta, Cord & Membranes (P02)	8	1	0	9
Sudden Infant Death Syndrome (R95)	0	0	2	2
Pneumonia (J12-J18)	0	0	0	0
Accidents (V01-X59, Y85-Y86)	0	0	1	1
Other Causes	26	5	21	52
Total	**71**	**9**	**35**	**115**

- Codes in parentheses refer to the International Classification of Diseases, Version 10 (ICD-10).

DEATHS AND DEATH RATES DUE TO ACCIDENTS IN MANITOBA: MOTOR VEHICLE, ACCIDENTAL FALLS, AND OTHER (1999-2008)

	Motor Vehicle Accidents		Accidental Falls		Other Accidents		Total Accidents	
Year	Deaths	Death Rate Per 100,000 MB Health Population	Deaths	Death Rate Per 100,000 MB Health Population	Deaths	Death Rate Per 100,000 MB Health Population	Deaths	Death Rate Per 100,000 MB Health Population
2008	100	8.3	174	14.5	203	16.9	477	39.8
2007	123	10.4	152	12.8	212	17.9	487	41.0
2006	142	12.0	165	14.0	168	14.3	475	40.3
2005	117	10.0	143	12.2	176	15.0	436	37.1
2004	108	9.2	125	10.7	218	18.6	451	38.6
2003	103	8.9	110	9.5	179	15.4	392	33.8
2002	114	9.9	119	10.3	171	14.8	404	34.9
2001	108	9.4	118	10.2	229	19.9	455	39.5
2000	127	11.0	90	7.8	218	19.0	435	37.8
1999	125	10.9	151	13.2	179	15.7	455	39.8

BURIALS AND CREMATIONS IN MANITOBA (1999-2008)

	Burials		Cremations		Other[7]		Total Deaths	
Year	Number	Percentage	Number	Percentage	Number	Percentage	Number	Percentage
2008	4,168	41%	5,805	57%	123	1%	10,096	100%
2007	4,383	44%	5,424	54%	175	2%	9,982	100%
2006	4,399	45%	5,222	53%	182	2%	9,803	100%
2005	4,393	44%	5,413	55%	97	1%	9,903	100%
2004	4,630	47%	5,160	52%	137	1%	9,927	100%
2003	4,826	49%	5,000	50%	99	1%	9,925	100%
2002	4,959	50%	4,817	49%	106	1%	9,882	100%
2001	4,921	50%	4,770	49%	58	1%	9,749	100%
2000	5,146	52%	4,705	47%	69	1%	9,920	100%
1999	5,345	54%	4,486	45%	78	1%	9,909	100%

7 Includes disposition in mausoleum/crypt, donations for medical research, and remains shipped to other provinces and countries.

MARRIAGES BY OFFICIANT IN MANITOBA (1999-2008)

	Clergy		Marriage Commissioner		Court of Queen's Bench		Total Marriages	
Year	Number	Percentage	Number	Percentage	Number	Percentage	Number	Percentage
2008	2,782	50%	2,808	50%	8	0%	5,604[8]	100%
2007	2,895	50%	2,884	50%	6	0%	5,785	100%
2006	3,141	54%	2,623	45%	12	0%	5,776	100%
2005	3,127	55%	2,585	45%	16	0%	5,728	100%
2004	3,228	57%	2,425	43%	42	1%	5,695	100%
2003	3,294	58%	2,289	40%	76	1%	5,659	100%
2002	3,428	58%	2,370	40%	110	2%	5,908	100%
2001	3,547	59%	2,260	38%	170	3%	5,977	100%
2000	3,927	61%	2,343	36%	204	3%	6,474	100%
1999	4,205	63%	2,262	34%	160	2%	6,627	100%

8 Total includes 1 unknown record and 5 deleted records.

REGISTRATIONS OF COMMON-LAW RELATIONSHIPS (2004-2008)

	2008	2007	2006	2005	2004[9]	Total
Number	43	33	20	9	4	**109**

9 Legislation passed in 2004 allowed for the registration of common-law relationships.

TOTAL BIRTHS (1999-2008)

	Total Boys		Total Girls		Total Births	
Year	Number	Percentage	Number	Percentage	Number	Percentage
2008	8,059	51%	7,847	49%	15,906	100%
2007	8,039	51%	7,658	49%	15,697	100%
2006[10]	7,653	51%	7,351	49%	15,004	100%
2005	7,391	51%	7,191	49%	14,582	100%
2004	7,360	51%	6,932	49%	14,292	100%
2003	7,373	51%	7,026	49%	14,399	100%
2002	7,455	52%	6,882	48%	14,337	100%
2001	7,345	51%	7,124	49%	14,469	100%
2000	7,500	51%	7,120	49%	14,620	100%
1999	7,649	52%	7,122	48%	14,771	100%

10 Includes one birth where the gender was unknown.

THE MOST POPULAR GIVEN BOYS' NAMES IN MANITOBA (1999-2008)

Boy's Name	2008	2007	2006	2005	2004	2003	2002	2001	2000	1999
						Number				
Ethan	90	122	104	113	127	119	117	105	88	
Noah	85	90	75	70	77	66	73			
Aiden	75		57							
Liam	73	62	60	59						
Alexander	72	69	70	66	65					
Joshua	67	68	81	93	93	107	130	117	108	124
Jayden	65									
Evan	59			59						
Logan	58	78	81	65	77	64		76		
Benjamin	57	62								
Matthew		71	78	97	103	86	95	112	147	135
Nathan		62			64	65				
Jacob		60								
Owen			64							
Tyler			59		64	70	71	79	106	95
Carter				69						
Nicholas				59		69	80	92	95	95
Dylan					65		74	81	76	84
Ryan					63	72	75	77		82
Michael						66			74	86
Austin							71			93
Riley							68		72	
Justin								88		
Zachery								66	82	74
Jordan									92	83

THE MOST POPULAR GIVEN GIRLS' NAMES IN MANITOBA (1999-2008)

Girl's Name	2008	2007	2006	2005	2004	2003	2002	2001	2000	1999
						Number				
Emily	78	87	74	89	101	117	97	118	90	98
Emma	69	58	69	66	98	99	89	64		58
Ava	66	89	55	49						
Hannah	66	66	64	52	68	76	76	58	67	66
Olivia	59	50		52	43					
Madison	56	68	73	65	74	79	83	90	60	60
Abigail	56	51	54		52					
Hailey	52		44	56	43	49				
Taylor	49						52	63	75	116
Brooklyn	46	55								
Sarah		51	62	51	68	56	55	56	78	64
Brooke		45								
Chloé			47							
Isabella			45							
Ella				46						
Alexis				46		41				
Jessica					44	43	50	74		77
Paige					43					
Alyssa						55	54			
Mackenzie						45		51	61	
Ashley							51	60	50	63
Kayla							49			
Samantha								49	56	66
Sydney									63	
Megan									53	56
Nicole										

FINANCIAL RESULTS 2008 – 2009 FISCAL YEAR

SUMMARY OF OVERALL FINANCIAL RESULTS

VITAL STATISTICS AGENCY 2008-2009 FINANCIAL SUMMARY (IN $000's)					
	2008-2009 Actual	2008-2009 Budget	Variance Budget	2007-2008 Actual	Variance Last Year
Revenue					
Net Sales	$3,268	$3,155	$113	$3,441	($173)
Cost Recoveries from Gov. Depts.	291	80	211	197	94
Interest Income	19	16	3	56	(37)
Total Revenue	**3,578**	**3,251**	**327**	**3,694**	**(116)**
Expenses					
Employee Salaries & Benefits	2,112	1,841	(271)	1,866	(246)
Operating Expenses	1,094	1,009	(85)	1,009	(85)
Amortization	327	444	117	210	(117)
Total Expenses	**3,533**	**3,294**	**(239)**	**3,085**	**(448)**
Net Earnings for Year	**45**	**(43)**	**88**	**609**	**(564)**
Retained Earnings					
Beginning of Year	1,763	1,239	524	1,434	329
Net Earnings for Year	45	(43)	88	609	(564)
Payment to Province	(280)	(280)	0	(280)	0
End of Year Retained Earnings	**$1,528**	**$916**	**$612**	**$1,763**	**($235)**

VARIANCE ANALYSIS (IN $000'S)

REVENUE

Actual revenues are $327 or 10.1% above budget, which is mainly due to continuing strong demand for birth certificates and rush service.

EXPENSES

Actual employee salaries and benefits are $271 or 14.7% over budget. This overage is a result of $45 in overtime costs, $151 in STEP costs and the additional cost of new staff.

Actual operating expenses are $85 or 8.4% over budget. The main reason for this overage is a $35 over-expenditure on professional fees associated with the EIC and abnormally high expenditures on printed materials associated with the new birth certificates.

MANAGEMENT REPORT

To the Special Operating Agencies Financing Authority

MANAGEMENT'S RESPONSIBILITY FOR FINANCIAL REPORTING

May 7, 2009

The preparation of the financial statements and other information contained in this Annual Report is the responsibility of management of Vital Statistics Agency.

The financial statements have been prepared in accordance with Canadian generally accepted accounting principles using management's estimates and judgments where appropriate. The financial information shown elsewhere in this Annual Report is consistent with information contained in the financial statements.

Management of Vital Statistics Agency has developed and maintains accounting systems and internal controls designed to provide reasonable assurance of the reliability of the financial information, and that assets are appropriately accounted for and adequately safeguarded.

The financial statements for the year ended March 31, 2009 have been audited by Bulat & Poustie in accordance with Canadian generally accepted auditing standards. The Auditors' Report outlines the scope of their audit and their opinion on the presentation of the information included in the financial statements.

The Agency, through its Management, carries out its responsibility for the review and approval of the financial statements and the Annual Report. Management approves these financial statements and the Annual Report prior to release.

Susan Boulter
Chief Operating Officer

AUDITED FINANCIAL STATEMENTS 2008 – 2009 FISCAL YEAR

Auditor's Report Dated May 16, 2009
Balance Sheet as at March 31, 2009
Statement of Earnings
Statement of Retained Earnings
Statement of Cash Flow
Notes to Financial Statements
Schedule of Operating Expenses
Schedule of Public Sector Compensation Disclosure

VITAL STATISTICS AGENCY

FINANCIAL STATEMENTS

FOR THE YEAR ENDED MARCH 31, 2009

AUDITORS' REPORT

TO THE SPECIAL OPERATING AGENCIES FINANCING AUTHORITY

We have audited the balance sheet of **Vital Statistics Agency**, an Agency of the Special Operating Agencies Financing Authority, Province of Manitoba as at **March 31, 2009** and the statements of earnings and comprehensive income, retained earnings and cash flows for the year then ended. These financial statements are the responsibility of the Agency's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In our opinion, these financial statements present fairly, in all material respects, the financial position of the Agency as at March 31, 2009 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

BULAT & POUSTIE

Bulat & Poustie

Winnipeg, Manitoba
May 7, 2009

CHARTERED ACCOUNTANTS

AUDITORS' REPORT

TO THE SPECIAL OPERATING AGENCIES FINANCING AUTHORITY

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BULAT & POUSTIE

Bulat & Poustie

Winnipeg, Manitoba
May 7, 2009

CHARTERED ACCOUNTANTS

VITAL STATISTICS AGENCY
AN AGENCY OF THE SPECIAL OPERATING AGENCIES FINANCING AUTHORITY
PROVINCE OF MANITOBA

BALANCE SHEET
(in thousands)
AS AT MARCH 31, 2009

	2009	2008
ASSETS		
CURRENT		
Cash and short term deposits, notes 6 and 14	$ 688	$ 1,326
Accounts receivable, note 7	80	134
Receivable from Province of Manitoba	-	94
Inventory, note 3	155	96
Prepaid expenses	53	42
	976	1,692
LONG TERM INVESTMENTS, note 8	94	-
CAPITAL ASSETS, notes 3 and 9	1,636	1,261
	$ 2,706	$ 2,953
LIABILITIES		
CURRENT		
Accounts payable and accrued	$ 42	$ 297
Deferred revenue, notes 3 and 10	783	590
Accrued unused vacation entitlements	167	140
	992	1,027
SEVERANCE PAY LIABILITY, note 12	186	163
	1,178	1,190
COMMITMENTS, note 13		
EQUITY		
RETAINED EARNINGS	1,528	1,763
	$ 2,706	$ 2,953

The accompanying notes are an integral part of the financial statements

VITAL STATISTICS AGENCY
AN AGENCY OF THE SPECIAL OPERATING AGENCIES FINANCING AUTHORITY
PROVINCE OF MANITOBA

STATEMENT OF EARNINGS AND COMPREHENSIVE INCOME
(in thousands)
FOR THE YEAR ENDED MARCH 31, 2009

	2009	2008
REVENUE		
Net sales	**$ 3,268**	$ 3,441
Proceeds from government departments	**291**	197
Interest	**19**	56
	3,578	3,694
EXPENSES		
Salaries and employee benefits	**2,112**	1,866
Operating expenses, Schedule 1	**1,094**	1,009
Amortization	**327**	210
	3,533	3,085
NET EARNINGS AND COMPREHENSIVE INCOME FOR THE YEAR	**$ 45**	$ 609

The accompanying notes are an integral part of the financial statements

VITAL STATISTICS AGENCY
AN AGENCY OF THE SPECIAL OPERATING AGENCIES FINANCING AUTHORITY
PROVINCE OF MANITOBA

STATEMENT OF RETAINED EARNINGS
(in thousands)
FOR THE YEAR ENDED MARCH 31, 2009

	2009	2008
RETAINED EARNINGS, BEGINNING OF YEAR	**$ 1,763**	$ 1,434
Net earnings and comprehensive income for the year	**45**	609
	1,808	2,043
Revenue sharing payment to Province of Manitoba	**280**	280
RETAINED EARNINGS, END OF YEAR	**$ 1,528**	$ 1,763

The accompanying notes are an integral part of the financial statements

VITAL STATISTICS AGENCY
AN AGENCY OF THE SPECIAL OPERATING AGENCIES FINANCING AUTHORITY
PROVINCE OF MANITOBA

STATEMENT OF CASH FLOWS
(in thousands)
FOR THE YEAR ENDED MARCH 31, 2009

	2009	2008
CASH FLOWS FROM OPERATING ACTIVITIES		
Net earnings and comprehensive income for the year	$ 45	$ 609
Adjustments for		
Amortization	327	210
Severance pay expenses	24	36
	396	855
Changes in the following:		
Accounts receivable	148	329
Inventory	(59)	(51)
Prepaid expenses	(11)	(25)
Accounts payable	(255)	232
Deferred revenue	193	67
Accrued unused vacation entitlements	27	4
	439	1,411
CASH FLOWS FROM FINANCING ACTIVITIES		
Revenue sharing payment to Province of Manitoba	(280)	(280)
Severance pay payments	-	(49)
	(280)	(329)
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of capital assets	(703)	(908)
Long term investments	(94)	-
	(797)	(908)
INCREASE (DECREASE) IN CASH AND SHORT TERM DEPOSITS	(638)	174
CASH AND SHORT TERM DEPOSITS, BEGINNING OF YEAR	1,326	1,152
CASH AND SHORT TERM DEPOSITS, END OF YEAR	$ 688	$ 1,326
Supplementary information:		
Interest received	$ 24	$ 55

The accompanying notes are an integral part of the financial statements

NOTES TO FINANCIAL STATEMENTS
(in thousands)
MARCH 31, 2009

1. ENTITY DEFINITION

Effective April 1, 1994, the Lieutenant Governor in Council designated the Vital Statistics Agency (the "Agency") as a special operating agency under The Special Operating Agencies Financing Authority Act (C.C.S.M. cS185) by Order in Council 232/1994. The Order also gave approval to the Special Operating Agencies Financing Authority (SOAFA) and the Minister of Consumer and Corporate Affairs, being the Minister responsible for the Agency at that time, to enter into a Management Agreement with respect to the Agency.

A Management Agreement between the Financing Authority and the Minister of Consumer and Corporate Affairs assigns responsibility to manage the assets transferred to the Agency in delivering regulated services to clients through administration of three major Acts; The Vital Statistics Act, The Change of Name Act, and The Marriage Act. The Agency also handles disinterment's under the Public Health Act. The ownership of the vital events records is excluded from this agreement, as their ownership is considered Crown property and should not be alienated from Government protection in the the public interest.

The Agency is part of Manitoba Consumer and Corporate Affairs Division in the Department of Finance under the general direction of the Minister of Finance, the Deputy Minister and Assistant Deputy Minister who is also Chairperson of Vital Statistics Advisory Board.

The Agency remains bound by relevant legislation and regulation. It is also bound by administrative policy except where specific exemptions have been provided for in its charter in order to meet business objectives.

2. CHANGE IN ACCOUNTING POLICIES

Effective April 1, 2008, the Agency adopted the following new handbook sections issued by the Canadian Institute of Chartered Accountants (CICA):

Section 1535 Capital Disclosures

Section 1535 establishes standards for disclosing information about an entity's capital and how it is managed. These standards require an entity to disclose its objectives, policies and processes for managing capital, a summary of quantitative data about what it manages as capital and whether it complied with any externally imposed capital requirements to which it is subject and, if not, the consequences of such non-compliance.

Section 3862 Financial Instruments – Disclosures

Section 3862 modifies the disclosure requirements for financial instruments that were included in Section 3861, Financial Instruments – Disclosure and Presentation. The new standards require an entity to provide disclosures in its financial statements that enable users to evaluate the significance of financial instruments on its financial position and performance, the nature and extent of the risks to which it is exposed during the period and at the balance sheet date, and how those risks are managed.

Section 3863 Financial Instruments – Presentation

Section 3863 carries forward the presentation requirements of Section 3861, Financial Instruments – Disclosure and Presentation, unchanged.

The above noted new standards have no impact on the recognition, measurement or presentation of financial instruments in the Agency's year end financial statements.

Change in Accounting Policies - continued

Section 3031 Inventories

Section 3031 Inventories replaces Section 3030 Inventories. It provides more guidance on the measurement and disclosure requirements for inventories. The adoption of Section 3031 did not have an impact on the recognition, measurement or presentation of inventory in the Agency's year end financial statements.

3. SIGNIFICANT ACCOUNTING POLICIES

These financial statements are in accordance with Canadian generally accepted accounting principles and reflect the following policies:

Inventory

Inventory of certificates and pre-printed forms are valued at cost. Cost is generally determined on a first-in, first-out method.

Capital Assets

Capital assets are recorded at cost. Amortization is provided for as follows:

	Rate	Method
Data conversion	20 %	Declining balance
Furniture and fixtures	20 %	Straight line
Information system	20 %	Declining balance
Leasehold improvements	20 %	Straight line
National Routing System - computer equipment	20 %	Declining balance
Office equipment	20 %	Straight line
NRS - software	10 %	Straight line
Security equipment	20 %	Straight line

Deferred Revenue and Revenue Recognition

The Agency receives cash payments at the time various certificates are ordered and the cash payments are reflected as deferred revenue. Revenue is recognized at the time the service is completed and the certificate is issued.

Capital Disclosures

The Agency's capital consists of retained earnings provided from operations and special purpose reserve funds allocated from retained earnings.

The Agency's capital management policy is to maintain sufficient capital to meet its objectives through its retained earnings by managing transfers of surplus funds to the Province of Manitoba; meet short-term capital needs with working capital advances from the Province of Manitoba; and meet long-term capital needs through long-term debt with the Province of Manitoba. There were no changes in the Agency's approach to capital management during the period.

The Agency is not subject to externally imposed capital requirements.

Significant Accounting Policies - continued

Measurement Uncertainty

The preparation of the financial statements in conformity with Canadian generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period.

These estimates and assumptions are reviewed periodically and, as adjustments become necessary, they are reported in earnings in the periods in which they become known. Actual amounts could differ from these estimates.

4. FINANCIAL INSTRUMENTS AND FINANCIAL RISK MANAGEMENT

Financial assets and liabilities are initially recorded at fair value. Measurement in subsequent periods depends on the financial instrument's classification. Financial instruments are classified into one of the following five categories: held for trading; available for sale; held to maturity; loans and receivables; and other financial liabilities. All financial instruments classified as held for trading or available for sale are subsequently measured at fair value with any change in fair value recorded in net earnings and other comprehensive income, respectively. All other financial instruments are subsequently measured at amortized cost.

The financial assets and liabilities of the Agency are classified and measured as follows:

Financial Asset/Liability	Category	Subsequent Measurement
Cash and short term deposits	Held for trading	Fair value
Accounts receivable	Loans and receivables	Amortized cost
Receivable from the Province of Manitoba	Loans and receivables	Amortized cost
Long term investments	Held for trading	Fair value
Accounts payable	Other financial liabilities	Amortized cost
Accrued liabilities	Other financial liabilities	Amortized cost
Long term debt	Other financial liabilities	Amortized cost

Amortized cost is determined using the effective interest rate method.

Gains and losses on financial instruments subsequently measured at amortized cost are recognized in the statement of earnings and retained earnings in the period the gain or loss occurs. Changes in fair value on financial instruments classified as held for trading are recognized in the statement of earnings and retained earnings for the current period. Changes in fair value on financial instruments classified as available for sale would be recorded in other comprehensive income until realized, at which time they recorded in the statement of earnings and retained earnings.

Financial Instruments and Financial Risk Management - continued

Fair Value of Financial Instruments

The fair values of accounts receivable, receivable from the Province of Manitoba, accounts payable and accrued liabilities approximate their carrying values due to their short-term maturity.

Financial Risk Management - overview

The Agency has exposure to the following risks from its use of financial instruments: credit risk; liquidity risk; market risk; interest risk; and foreign currency risk.

Credit Risk

Credit risk is the risk that one party to a financial instrument fails to discharge an obligation and causes financial loss to another party. Financial instruments which potentially subject the Agency to credit risk consist principally of cash and short term deposits, accounts receivable and long term investments.

The maximum exposure of the Agency to credit risk at year end is:

	2009	2008
Cash and short term deposits	$ 688	$ 1,326
Accounts receivable	80	134
Receivable from the Province of Manitoba	-	94
Long term investments	94	-
	$ 862	$ 1,554

Cash and short term deposits: The Agency is not exposed to significant credit risk as the cash and short term deposits are primarily held by the Minister of Finance.

Receivable from the Province of Manitoba: The Agency is not exposed to significant credit risk as the receivable is from the Province of Manitoba.

Accounts receivable: The Agency is not exposed to significant credit risk as no one party accounts for a significant balance and payment in full is typically collected when it is due. The Agency establishes an allowance for doubtful accounts that represents its estimate of potential credit losses. The allowance for doubtful accounts is based on management's estimates and assumptions regarding current market conditions, customer analysis and historical payment trends. These factors are considered when determining whether past due accounts are allowed for or written off.

Long term investments: The Agency is not exposed to significant credit risk as the long term investments are primarily held by the Minister of Finance.

The change in the allowance for doubtful accounts during the year was as follows:

	2009	2008
Balance, beginning of the year	$ 5	$ 6
Provision for receivable impairment	1	1
Amounts written off	(1)	(2)
Balance, end of the year	$ 5	$ 5

Financial Instruments and Financial Risk Management - continued

Liquidity Risk

Liquidity risk is the risk that the Agency will not be able to meet its financial obligations as they come due.

The Agency manages liquidity risk by maintaining adequate cash balances and by review from the Province of Manitoba to ensure adequate funding will be received to meet the obligations.

Market Risk

Market risk is the risk that changes in market prices, such as interest rates and foreign exchange rates, will affect the Agency's income or the fair values of its financial instruments. The significant market risks the Agency is exposed to are interest rate risk and foreign currency risk.

Interest Rate Risk

Interest rate risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market interest rates. The interest rate exposure relates to short term deposits and long term investments.

The interest rate risk on short term deposits and long term investments is considered to be low because of their short term nature.

Foreign Currency Risk

Foreign currency risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in foreign exchange rates. The Agency is not exposed to significant foreign currency risk as it does not have any financial instruments denominated in foreign currency.

5. WAIVER OF FEES

The Agency charges no fee for services in exchange for services from the following organizations:

(a) The Manitoba Development Centre, health care facilities, the Chief Medical Examiner's Office (Manitoba Justice), the Manitoba Funeral Association and the Department of Anatomy of the University of Manitoba as they provide services in accordance with The Vital Statistics Act.
(b) Child and Family Services Regional Operations of Manitoba Family Services to act as issuers of Marriage Licences and handling related administrative duties.
(c) Vital Statistics Offices in other jurisdictions through agreements to exchange information between jurisdictions as it relates to one another's residency or birthplace.
(d) Statistics Canada for national tabulation and statistical information. Statistics Canada provides payment for the microdata and microfilm records from the Vital Statistics Agency and provides half of the cost of printing registration forms.
(e) Health and Welfare Canada (Indian and Northern Affairs).

Services provided under the above agreements are valued at $5 for the year ended March 31, 2009 (2008 - $5).

Waiver of Fees - continued

The Agency provides services without compensation to victims of crimes as follows:

In March of 1998, the Ministers of Justice, Consumer and Corporate Affairs, and Highways and Transportation agreed that the fees for replacement documents should be waived. Representatives of Vital Statistics and the Division of Driver and Vehicle Licensing met to coordinate the process so the public would receive the same program from both agencies.

Effective January 1, 1999, members of the public who have had their birth certificate stolen during a criminal act can request replacement certificates and have the fee waived. This does not apply to members of the public who have lost their identification or individuals who are non-residents of Manitoba. Clients are asked to indicate that they are requesting a waiver of fees as a result of a criminal act and to provide police incident number.

Service provided under the above arrangement are valued at $10 for the year ended March 31, 2009 (2008 - $13).

6. CASH AND SHORT TERM DEPOSITS

	2009	2008
Cash on hand and balances in bank	$ 80	$ 38
Short term deposits	608	1,288
	$ 688	$ 1,326

Short term deposits interest rates range from 0.25% to 0.75% and maturity dates range from April 13, 2009 to June 29, 2009.

7. ACCOUNTS RECEIVABLE

	2009	2008
Trade	$ 85	$ 80
Interest	-	6
Federal government - Statistics Canada	-	53
	85	139
Allowance for doubtful accounts	5	5
	$ 80	$ 134

8. LONG TERM INVESTMENTS

The Province of Manitoba accepted responsibility for the vacation entitlements earned by the employees of the Agency prior to its designation as SOA, and the severance pay benefits accumulated to March 31, 1998 for certain of the Agency's employees. Accordingly, the Agency recorded a receivable of $94 from the Province of Manitoba for these accumulated benefits. Effective March 31, 2009 the Province of Manitoba paid the receivable balances related to the funding for these liabilities and has placed the amount of $94 into an interest bearing trust account to be held on the Agency's behalf until the cash is required to discharge the related liabilities.

The long term investments earns interest at 0.55%, matures on March 30, 2010, at that time the original deposit will be re-invested. The interest income earned on this deposit is available to be withdrawn and used for operating purposes.

NOTES TO FINANCIAL STATEMENTS
(in thousands)
MARCH 31, 2009

9. CAPITAL ASSETS

	2009		2008	
	Cost	Accumulated Amortization	Cost	Accumulated Amortization
Data conversion	$ 2,154	$ 1,081	$ 1,509	$ 894
Furniture and fixtures	118	114	118	111
Information system	1,249	1,038	1,220	989
Leasehold improvements	92	86	86	84
National Routing System - Computer equipment and software	410	114	402	41
Office equipment	192	170	179	163
Security equipment	75	51	74	45
	4,290	2,654	3,588	2,327
Net Book Value	$ 1,636		$ 1,261	

10. DEFERRED REVENUE

	2009	2008
Trade	$ 139	$ 207
Federal government	310	383
Manitoba Public Insurance Corporation	334	-
	$ 783	$ 590

Federal government - Statistics Canada

The Agency agreed on March 7, 2007 with Statistics Canada to join the National Routing System (NRS) where the Agency is responsible for the procurement, development testing and implementation of the messaging solution to enable secure and timely notification of vital events data between provinces and federal organizations. Funds advanced to the Agency are to be used for the specific purpose of the agreement. The Agency is matching the amortization of the capital expenditures purchased with these restricted funds. The amount deferred represents the total funds advanced of $424 (2008 - $424) less $114 (2008 - $41) amortized into income. Total income recognized for the year was $73 (2008 - $41) and is included in proceeds from government departments on the statement of earnings.

Manitoba Public Insurance Corporation

The Agency entered into an information sharing agreement with Manitoba Public Insurance Corporation (MPIC) starting on January 2, 2009 which enabled MPIC to access certain data related to applicants for enhanced identification cards. The amount deferred represents the total funds advanced of $400 (2008 - $nil) less $66 (2008 - $nil) amortized into income. Revenue is being recognized on a straight-line basis over 18 months, which is the length of the agreement. Total income recognized for the year was $66 (2008 - $nil) and is included in proceeds from government departments on the statement of earnings.

11. PENSION BENEFITS

Employees of the Vital Statistics Agency are eligible for pension benefits in accordance with the provisions of the Civil Service Superannuation Act (CSSA) administered by the Civil Service Superannuation Board (CSSB). The CSSA established a defined benefit plan to provide benefits to employees of the Manitoba Civil Service and to participating agencies of the Government, including the Vital Statistics Agency, through the Civil Service Superannuation Fund (CSSF).

Effective March 31, 2001, pursuant to an agreement with the Province of Manitoba, the Vital Statistics Agency transferred to the Province the pension liability for its employees. Commencing April 1, 2001, the Agency was required to pay to the Province an amount equal to its employees' current pension contributions. The amount paid for 2009 was $55 (2008 - $60). Under this agreement, the Agency has no further pension liability.

12. SEVERANCE PAY LIABILITY

Effective April 1, 1998, the Agency began recording accumulated severance pay benefits for its employees. The amount of severance pay obligations is based on actuarial calculations. The periodic actuarial valuations of these liabilities may determine that adjustments are needed to the actuarial calculations when actual experience is different from that expected and/or because of changes in actuarial assumptions used. The resulting actuarial gains or losses are amortized over the expected average remaining service life of the related employee group.

An actuarial report was completed for the severance pay liability as of March 31, 2005. The report provides a formula to update the liability on an annual basis. The Vital Statistics Agency's actuarially determined net liability for accounting purposes as at March 31, 2009 was $186 (2008 - $163). Commencing in the 2006 fiscal year, the actuarial loss of $37 is being amortized over the 15 year expected average remaining service life of the employee group.

Significant long-term actuarial assumptions used in the March 31, 2005 valuation, and in the determination of the March 31, 2009 present value of the accrued severance benefit obligation were:

Annual rate of return	
Inflation component	2.50 %
Real rate of return	4.00 %
	6.50 %
Assumed salary increase rates	
Annual productivity increase	0.75 %
Annual general salary increase	3.25 %
	4.00 %

13. COMMITMENTS

The Agency has not entered into a lease agreement with the Province of Manitoba for rental of facilities at 254 Portage Avenue. Occupancy charges for the year ending March 31, 2010 are estimated to be $204 (2009 - $200).

The Agency has entered into an agreement with an unrelated party who is to convert all marriage and death registration forms to a useable electronic format to be imported into its electronic records management system. The Agency has agreed to total payments of an amount not to not exceed $723. The Agency has not recorded or capitalized any of these data conversion costs related to marriage and death registrations to March 31, 2009.

14. FINANCING ARRANGEMENTS

Working capital advances and long term financing for significant capital purchases are provided to the Agency through the Special Operating Agencies Financing Authority. The Financing Authority has approved a $250 limit for working capital advances for the Agency. The Agency has not accessed working capital advances at March 31, 2009 (2008 - $42).

VITAL STATISTICS AGENCY
AN AGENCY OF THE SPECIAL OPERATING AGENCIES FINANCING AUTHORITY
PROVINCE OF MANITOBA

Schedule 1

SCHEDULE OF OPERATING EXPENSES
(in thousands)
FOR THE YEAR ENDED MARCH 31, 2009

	2009	2008
Accommodation	$ 200	$ 205
Advertising	27	24
Central government charges	56	68
Computer information system	246	193
Office equipment support	24	24
Office supplies	30	24
Other operating expenses	41	45
Printed material supplies	142	103
Professional fees	60	61
Supplies for mechanized systems	24	18
Telecommunications	47	39
Training	14	6
Transportation and freight	183	199
	$ 1,094	$ 1,009

VITAL STATISTICS AGENCY
AN AGENCY OF THE SPECIAL OPERATING AGENCIES FINANCING AUTHORITY
PROVINCE OF MANITOBA

Schedule 2

SCHEDULE OF PUBLIC SECTOR COMPENSATION DISCLOSURE
(in thousands)
FOR THE YEAR ENDED MARCH 31, 2009

The Public Sector Compensation Disclosure Act requires all publicly funded bodies to disclose compensation to any employee or board member when such compensation exceeds $50 per annum. This information follows:

EMPLOYEE	TITLE	COMPENSATION 2009	2008
Caroline Kaus	Chief Operating Officer	$ -	$ 108
Susan Boulter	Chief Operating Officer	92	90
Edwin Norrington	Manager of Finance, Administration and Marketing	67	62
Janet Usher	Assistant Director	61	60
Lucy Lutrzykowski	Supervisor Application Processing	53	53
Doreen Payette	Processing Clerk	-	50

Rapport Annuel | 2008-2009

Bureau de l'état civil
UN ORGANISME DE SERVICE SPÉCIAL

MINISTRE DES FINANCES

Palais législatif
Winnipeg (Manitoba) R3C 0V8
CANADA

L'honorable Philip Lee, C.M., O.M.
Lieutenant-gouverneur du Manitoba
Palais législatif, bureau 235
Winnipeg (Manitoba) R3C 0V8

Qu'il plaise à Votre Honneur,

Pour l'information de Votre Honneur, j'ai le privilège de présenter le quinzième rapport annuel du Bureau de l'état civil pour l'exercice financier terminé le 31 mars 2009.

Le tout respectueusement soumis.

Rosann Wowchuk

L'honorable Rosann Wowchuk
Ministre
Finances

Manitoba

Sous-ministre des Finances

Bureau 109
Palais législatif
Winnipeg (Manitoba) R3C 0V8
CANADA
204 945-3754
Courriel : dmfin@leg.gov.mb.ca

L'honorable Rosann Wowchuk
Ministre des Finances
Palais législatif, bureau 103
Winnipeg (Manitoba) R3C 0V8

Madame la Ministre,

J'ai l'honneur de vous présenter le quinzième rapport annuel du Bureau de l'état civil pour l'exercice financier terminé le 31 mars 2009.

Pour des questions de sécurité à l'échelle nationale et internationale, le nombre de demandes soumises au Bureau de l'état civil pour des documents d'identité a considérablement augmenté. L'an dernier, j'avais noté que le Bureau avait de la difficulté à répondre à ces demandes; je suis toutefois ravie de vous informer qu'il a grandement amélioré ses services et ses délais de livraison.

Je tiens à remercier les membres du personnel pour les efforts qu'ils déploient en vue de rendre le Bureau plus efficace et plus sensible aux besoins de sa clientèle.

Beau travail!

C'est avec respect, Madame la Ministre, que je vous soumets le présent document.

Diane Gray
Sous-ministre
Finances Manitoba

Vital Statistics Agency

254, avenue Portage
Winnipeg (Manitoba)
R3C 0B6

(204) 945-3701
vitalstats@gov.mb.ca

Madame Diane Gray
Sous-ministre des Finances
Palais législatif, bureau 109
Winnipeg (Manitoba) R3C 0V8

Madame la Sous-ministre,

J'ai le plaisir de vous présenter le rapport annuel du Bureau de l'état civil pour l'exercice financier terminé le 31 mars 2009 et de fournir un court résumé de certaines de nos réalisations.

L'an dernier, j'avais fait part de mes inquiétudes quant aux sept semaines de retard qu'accusait le Bureau dans la prestation du travail. Notre personnel n'a épargné aucun effort pour réduire ce délai, de sorte que nous sommes fiers d'annoncer que la plupart des événements sont maintenant enregistrés dans les cinq jours suivant la réception des documents! Le Bureau de l'état civil délivre les certificats dans les quinze jours suivant la réception de la demande (cinq jours si nous n'avons pas à faire de recherche!). Nous avons transformé le comptoir d'accueil pour fournir un service immédiat aux clients qui se présentent à notre bureau. Le centre d'appels a été considérablement amélioré et notre taux d'interruption des appels a baissé de 60 %.

Nous avons amélioré la sécurité du bureau, déménagé nos deux serveurs dans un site plus sûr, intégré cinquante années de données sur les naissances à notre base de données et fourni des vérifications fiables d'actes de naissance à la SAPM dans le cadre de son projet de Carte d'identité Plus.

Nos employés et cadres ont pris un engagement extraordinaire en matière de service à la clientèle. Je suis très heureuse de faire partie de cette équipe exceptionnelle et je remercie chacun du dévouement, de l'appui et de l'enthousiasme dont il fait preuve.

Je vous prie d'agréer, Madame la Sous-ministre, mes sincères salutations.

Susan Boulter

MEMBRES DE LA COMMISSION CONSULTATIVE

Présidente :

Mme M. Alexandra Morton, c.r.
Sous-ministre adjointe, Finances
Division de la consommation et des corporations

Membres :

Mme Susan Boulter
Chef de l'exploitation/Directrice
Bureau de l'état civil, Finances
Division de la consommation et des corporations

Mme Joanna Knowlton
[le 18ième février 2009]
Chef de service, Administration de la clientèle
Bureau du curateur public

M^me^ Donna Roed
[le 1er avril 2008 – le 22ième octobre 2008]
Analyste commerciale principale
Assurance publique Manitoba

M. Gino Braha
G. Braha & Associates Ltd.

M. Wilf Falk
Statisticien en chef
Bureau des statistiques du Manitoba

Mme Pam Lorentz
Représentante, Service à la clientèle
Bureau de l'état civil, Finances
Division de la consommation et des corporations

Mme Debbie Besant
Directrice administrative
Services ruraux et du Nord
Services à la famille et Logement

DIRECTION DU BUREAU

Susan Boulter
Chef de l'exploitation/Directrice

Linda Harlos
Analyste principale de la législation et des politiques

Janet Usher
Directrice adjointe
Chef de service, Conception et soutien des systèmes

Ted Norrington
Chef de service, Finances et communications

Frances Beer
Chef de service, Information d'enregistrement

Lucy Lutrzykowski
Chef de service, Traitement des demandes

Ananh Khou
Chef de service, Services à la clientèle

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PROFIL DU BUREAU 2008-2009

HISTORIQUE ET FONCTIONNEMENT

Le Bureau de l'état civil a commencé à enregistrer les événements démographiques au Manitoba en 1882. Le Bureau est maintenant un organisme de service spécial (OSS) qui fait partie de la Division de la consommation et des corporations de Finances Manitoba. Il est devenu organisme de service spécial le 1er avril 1994, conformément à la *Loi sur l'Office de financement des organismes de service spécial*, et est chargé de l'administration et de l'application de la *Loi sur les statistiques de l'état civil*, de la *Loi sur le mariage* et de la *Loi sur le changement de nom,* ainsi que du traitement des exhumations en vertu de la *Loi sur la santé publique*.

Plus de 4 500 registraires généraux de l'état civil, qui représentent des hôpitaux, des établissements de santé, des foyers de soins personnels, des foyers de soins infirmiers et des salons funéraires, ou sont membres du clergé ou commissaires aux mariages, aident le Bureau à enregistrer tous les événements démographiques ayant eu lieu dans la province en lui transmettant les données, comme l'exige la loi.

Le Bureau est chargé de conserver environ quatre millions de documents relatifs à des événements démographiques. L'accès aux documents est autorisé uniquement conformément aux dispositions législatives qui protègent la vie privée des Manitobains. Les renseignements conservés dans le système du Bureau de l'état civil sont utilisés pour délivrer des certificats, et constituent également une précieuse source de données statistiques.

RÔLE DANS LE SYSTÈME CANADIEN DE LA STATISTIQUE DE L'ÉTAT CIVIL

Le Bureau de l'état civil du Manitoba est membre du Conseil de la statistique de l'état civil du Canada. Le Conseil est une tribune permettant d'établir une démarche commune pour la collecte des données de l'état civil à l'échelle du pays, d'échanger des renseignements avec des organismes extérieurs et de faciliter la résolution de problèmes grâce à la mise en commun d'expériences, de résultats de recherches et d'expertise entre les gouvernements..

Créé en 1945, le Conseil est un partenariat entre tous les registraires des provinces et des territoires qui enregistrent les données relatives aux événements démographiques se produisant au Canada et les responsables fédéraux de la production et de l'analyse des statistiques nationales.

Tous les registraires provinciaux et territoriaux fournissent à Statistique Canada des données relatives à l'état civil, qui sont versées dans une base de données nationale. Tous les ordres de gouvernement se servent des données pour renforcer l'efficacité de leur administration publique. Les données recueillies permettent de faire des travaux de recherche et d'analyse statistique, ainsi que des comparaisons et des projections en matière de mortalité, de fertilité, de nuptialité, d'espérance de vie et de densité de population, et d'autres tendances démographiques et géographiques.

STRUCTURE ORGANISATIONNELLE

L'équipe de gestion du Bureau de l'état civil est composée des personnes suivantes :

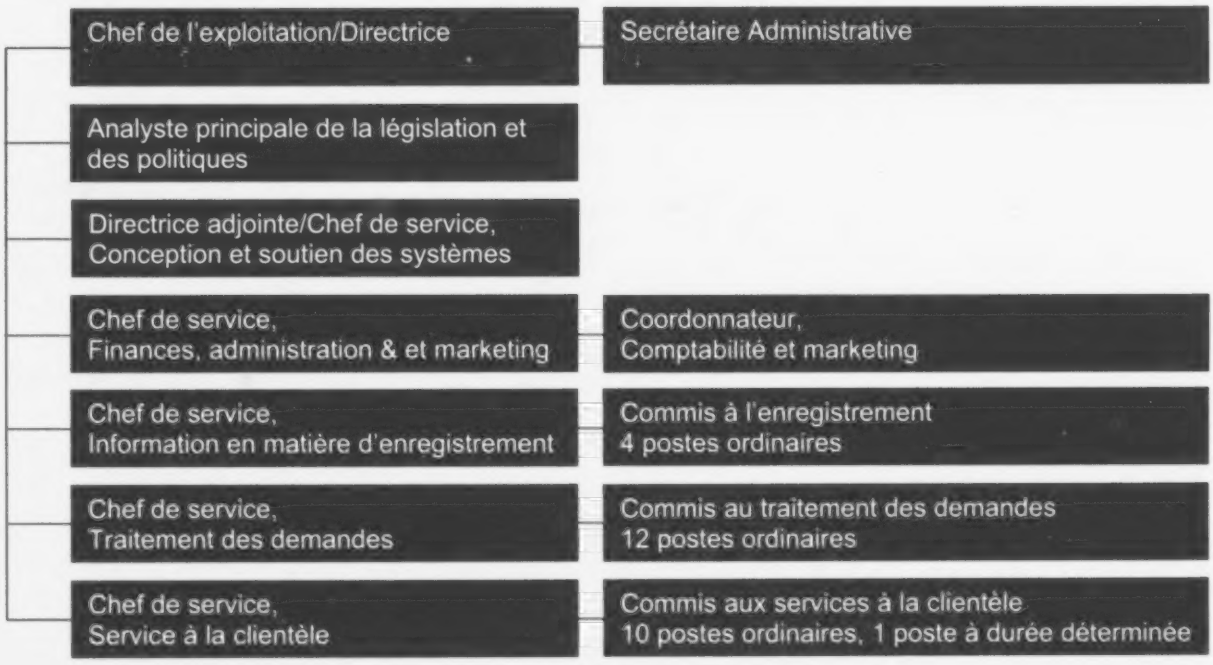
- la chef de l'exploitation,
- l'analyste principale de la législation et des politiques,
- la directrice adjointe et chef de service – Conception et soutien des systèmes,
- le chef de service – Finances et communications,
- la chef de service – Information d'enregistrement,
- la chef de service – Traitement des demandes et
- le chef de service – Services à la clientèle.

La chef de l'exploitation (aussi appelée « la directrice », conformément à la loi) relève de la sous-ministre adjointe de la Division de la consommation et des corporations du ministère des Finances. À l'heure actuelle, le Bureau compte trente-quatre postes ordinaires et un poste à durée déterminée. Les responsables ont le droit d'embaucher des employés supplémentaires pour une durée déterminée si nécessaire.

La commission consultative du Bureau donne son avis sur la structure, les pratiques utilisées, les finances et le rendement en examinant les plans d'activités, les rapports trimestriels et les rapports annuels. Les membres sont nommés par le ministre des Finances et la Commission est présidée par la sous-ministre adjointe de la Division de la consommation et des corporations du ministère des Finances.

Le Bureau a étudié ses effectifs et est en train d'effectuer un examen organisationnel afin de vérifier qu'il a bien le personnel nécessaire pour ses besoins opérationnels et pour tous les grands projets à venir.

ORGANIGRAMME


Chef de l'exploitation/Directrice
Secrétaire Administrative
Analyste principale de la législation et des politiques
Directrice adjointe/Chef de service, Conception et soutien des systèmes
Chef de service, Finances, administration & et marketing
Coordonnateur, Comptabilité et marketing
Chef de service, Information en matière d'enregistrement
Commis à l'enregistrement 4 postes ordinaires
Chef de service, Traitement des demandes
Commis au traitement des demandes 12 postes ordinaires
Chef de service, Service à la clientèle
Commis aux services à la clientèle 10 postes ordinaires, 1 poste à durée déterminée

VISION

La vision du Bureau est de poursuivre l'excellence en offrant des services de gestion des données de l'état civil d'une façon novatrice et qui réponde aux besoins.

MISSION

Le Bureau de l'état civil a pour mission d'effectuer l'enregistrement des événements démographiques en temps opportun et avec précision en vue de la planification des services de santé et de la recherche dans ce secteur, et de fournir aux membres du public des services courtois, rapides et rentables en matière d'état civil, d'une manière qui réponde avec efficacité à toutes les exigences juridiques et conditions réglementaires.

MANDAT

Afin de pouvoir remplir cette mission, le Bureau de l'état civil a comme mandat de tenir le registre provincial des naissances, des mariages, des décès et des mortinaissances, de délivrer des certificats et des copies certifiées d'enregistrements d'événements démographiques, et de fournir des rapports statistiques et autres, ainsi que d'autres services connexes conformément à la *Loi sur les statistiques de l'état civil*.

Le Bureau immatricule les membres du clergé et nomme les commissaires qui ont le pouvoir de célébrer les mariages; il immatricule les personnes chargées de délivrer les licences de mariage, délivre les licences de mariage et reconnaît les confessions religieuses conformément à la *Loi sur le mariage*.

Il enregistre les changements de nom officiels et effectue les recherches relatives à ces changements conformément à la *Loi sur le changement de nom*. Il traite les demandes d'ordonnances autorisant l'exhumation en vertu de la *Loi sur la santé publique*. Il enregistre les adoptions, réenregistre les naissances et modifie les dossiers en application de la *Loi sur l'adoption*. Il modifie les renseignements sur la filiation dans les registres de naissance en vertu de la *Loi sur l'obligation alimentaire*.

PRODUITS ET SERVICES

CLIENTS DU BUREAU DE L'ÉTAT CIVIL

Le grand public est le principal consommateur des services du Bureau. Statistique Canada est un grand utilisateur de renseignements de l'état civil, tant sous forme de dossiers que sous forme de fichiers de données. Les tribunaux, les institutions financières, les établissements de santé, la police et les médecins font des demandes de services, de même que de nombreux ministères et organismes gouvernementaux, ainsi que toutes les autorités responsables de l'état civil dans les autres provinces et territoires.

SERVICES DU BUREAU DE L'ÉTAT CIVIL

Le Bureau tient à jour la base de données sur tous les événements démographiques. Ces données statistiques sont mises à la disposition des chercheurs d'une manière conforme aux normes établies par diverses lois et par la Division des statistiques sur la santé de Statistique Canada.

Le bureau délivre les certificats suivants :

- certificats de naissance en polymère (un seul format);
- certificats petit format pour les changements de nom;
- certificats grand format pour les mariages, décès et changements de nom;
- certificats ou copies certifiées d'enregistrements de naissance, mortinaissance, mariage et décès qui sont exigés ou peuvent être nécessaires devant les tribunaux et ailleurs pour prouver certains faits pertinents en cas, par exemple, de emande de règlement d'assurance-vie ou de pension alimentaire pour enfant, 'établissement de liens de filiation, ou de règlement de litiges relatifs aux pensions et successions;
- certificats commémoratifs de naissance et de mariage destinés uniquement à être encadrés et ne devant pas servir de documents d'identité officiels.

Le Bureau apporte les modifications voulues aux dossiers en cas de correction, d'adoption et de changement de nom. Il délivre les licences de mariage et nomme les membres du clergé et les commissaires autorisés à célébrer le mariage. Il délivre les permis d'inhumation et les permis de réinhumation, et obtient les ordonnances autorisant l'exhumation. Le Bureau effectue des recherches dans les dossiers, notamment des recherches généalogiques, et délivre des attestations de recherche et des copies d'enregistrement.

ACCÈS AUX SERVICES

On peut se procurer des formulaires de demande de certificat au siège du Bureau de l'état civil. D'autres bureaux gouvernementaux, tels que les bureaux d'enregistrement des titres fonciers et les centres de services bilingues à St-Boniface, Notre-Dame-de-Lourdes et St-Pierre, distribuent également ces formulaires de demande. De plus, on peut télécharger ces formulaires à partir du site Web bilingue du Bureau (www.gov.mb.ca/cca/vital) et les obtenir par télécopieur ou courrier ordinaire en s'adressant au Bureau. On trouvera sur le site Web des renseignements sur les formulaires et les frais.

GARANTIE D'EXCELLENCE DANS LA PRESTATION DE SERVICES ET L'OFFRE DE PRODUITS

Le Bureau est déterminé à demeurer compétitif, par rapport à ses homologues du reste du pays, sur le plan des frais de services, des délais, de la diversité des produits offerts, de la satisfaction de la clientèle et de l'efficacité opérationnelle. On trouvera dans le présent rapport annuel de plus amples renseignements sur le rendement du Bureau.

CONSEIL FÉDÉRAL/PROVINCIAL/TERRITORIAL SUR L'IDENTITÉ AU CANADA

Le gouvernement fédéral a invité tous les gouvernements provinciaux et territoriaux à former un comité chargé de préparer un cadre stratégique pour la gestion de l'identité au Canada. Le mandat du Conseil consiste à permettre à la population canadienne d'avoir accès à un système d'identification sécuritaire et vérifiable.

Le Conseil sur l'identité a établi une politique selon laquelle l'identité des citoyens sera fondée sur des documents de base fiables (certificats de naissance et documents d'immigration). Ceci ayant été accepté par tous les ordres de gouvernement, les provinces et les territoires devront collaborer étroitement pour faire en sorte que le système intégré ne présente aucune vulnérabilité.

NAS DÉLIVRÉ À LA NAISSANCE

Service Canada (SC) et le Bureau sont en pourparlers en vue d'établir un processus et une interface pour répondre aux besoins de Service Canada dans plusieurs domaines.

Tout d'abord, SC souhaite que le Manitoba donne aux nouveaux parents la possibilité de demander un NAS pour leur nouveau-né au moment de l'enregistrement de la naissance. Le Bureau a reçu l'autorisation de poursuivre les discussions à ce sujet.

En deuxième lieu, SC a besoin des données historiques et de l'information en temps réel sur les décès au Manitoba, afin de réduire les versements excédentaires des régimes d'indemnisation financés par le gouvernement et de fournir à la population canadienne des données exactes.

À l'occasion du discours du Trône de 2007, le gouvernement provincial a annoncé qu'il s'engageait à donner aux résidents du Manitoba la possibilité d'obtenir un NAS à la naissance d'un enfant, ce qui a donné un élan supplémentaire à cette intitiative.

Le Bureau et SC sont en pourparlers au sujet du financement de ce nouveau projet, de la procédure à suivre et des frais potentiels à fixer.

DEMANDES EN LIGNE

En 2007, le gouvernement a annoncé qu'il allait permettre à la population manitobaine de faire des demandes d'actes d'état civil en ligne. En conséquence, le Bureau a commencé à collaborer avec Sciences, Technologie, Énergie et Mines (STEM) Manitoba et la Direction du ministère qui est chargée de la technologie de l'information afin de faire une étude des besoins et une évaluation des ressources pour ce projet d'envergure. Un coordinateur de projet a été détaché pour cela et le Bureau est en train de mettre sur pied son plan d'activités en vue de ce projet.

CARTE D'IDENTITÉ PLUS

Le Bureau et la Société d'assurance publique du Manitoba ont conclu une entente de 18 mois en vue de la vérification des certificats de naissance fournis par les personnes qui font une demande de carte d'identité Plus. Le Bureau a commencé à offrir cette vérification électronique en février 2009. La mise au point de ce projet nécessite de nombreuses modifications des systèmes informatiques, des dispositions juridiques et de la procédure.

VÉRIFICATION ÉLECTRONIQUE DE L'INFORMATION

Les bureaux de l'état civil provinciaux et territoriaux, de même que le gouvernement fédéral ont la responsabilité commune de protéger l'intégrité des documents et d'empêcher la contrefaçon, la falsification et l'utilisation frauduleuse de ces documents. Reconnaissant l'importance des certificats de naissance en tant que documents de base, le Conseil de la statistique de l'état civil du Canada a proposé d'adopter une méthode d'authentification électronique de ces certificats. Le projet initial s'appelait « Système national d'acheminement (SNA) » et devait permettre de créer un réseau de communication pour la transmission de données vers les bureaux de l'état civil et en provenance de ceux-ci.

Le Manitoba a reçu des fonds du gouvernement fédéral et ses experts en informatique ont créé l'interface nécessaire pour le SNA. La Société d'assurance publique du Manitoba a été la première cliente du Bureau pour ce qui est de la vérification électronique.

DÉLAIS

Étant donné le nombre très élevé de demandes et l'intensification des formalités de vérification, cela fait plus de deux ans que le Bureau n'a pas pu respecter les délais établis. En janvier 2008, le Bureau a pris des mesures pour rationaliser la prodédure, en embauchant de nouveaux employés pour doter des postes vacants depuis longtemps et en demandant à ses employés de faire des heures supplémentaires afin de réduire les longues périodes d'attente. Les retards en matière d'enregistrement sont passés de 23 jours ouvrables en avril 2008 à 2 jours ouvrables en avril 2009. Les demandes de certificats sont traitées en moyenne dans les 10 jours si les dossiers sont incomplets et dans les 5 jours s'ils sont complets.

LOI SUR LES DIVULGATIONS FAITES DANS L'INTÉRÊT PUBLIC (PROTECTION DES DIVULGATEURS D'ACTES RÉPRÉHENSIBLES)

Toute divulgation d'acte répréhensible reçue par le Bureau de l'état civil conformément à la *Loi sur les divulgations faites dans l'intérêt public (protection des divulgateurs d'actes répréhensibles)* sera signalée dans le rapport annuel de Finances Manitoba. Pour plus de renseignements, veuillez vous reporter au rapport annuel de Finances Manitoba pour l'exercice 2008-2009.

DÉVELOPPEMENT DURABLE

Le Bureau a mis en œuvre, avec Infrastructure et Transports Manitoba, un programme de recyclage qui permet de n'envoyer que les déchets irrécupérables aux décharges publiques.

CONVERSION DES DONNÉES

En 2007-2008, le Bureau a demandé à un fournisseur externe d'enregistrer sous forme électronique certaines images anciennes qui étaient sur microfilms. Le fournisseur s'est ensuite servi de ces images afin de trouver et de télécharger vers la base de données les renseignements qui manquaient. Au 31 mars, le Bureau avait complété tous les dossiers de naissance remontant à l'année 1930. Il travaille actuellement avec le fournisseur en vue de compléter les données relatives aux mariages et aux changements de nom remontant à 1950 d'ici l'automne 2009.

AUTRES PROJETS

Le Bureau a des représentants au sein de deux des trois comités pancanadiens de gestion des renseignements sur l'identité (le comité d'examen juridique et le comité d'examen de la prestation de service).

ENTENTES SUR L'ÉCHANGE DE RENSEIGNEMENTS

Le Bureau est en train d'examiner les rapports établis en matière de partage de données et d'analyser ses lois et ses règlements, dans le but de créer des protocoles d'entente sûrs et fiables, ainsi que de règlements viables.

SERVICES FOURNIS AU COURS DE L'EXERCICE 2008-2009

SERVICES ET ENREGISTREMENTS

Le tableau ci-dessous indique les chiffres réels et les prévisions en ce qui concerne les services et les enregistrements pour l'exercice 2008-2009, ainsi que les chiffres comparatifs des deux exercices précédents.

ACTIVITÉS	2008-2009 Réel	2008-2009 Budget	2007-2008 Réel	2006-2007 Réel
SERVICES				
Certificats de naissance	54 023	51 500	54 563	56 897
Certificats de mariage	10 722	8 200	10 505	10 102
Certificats de décès	7 517	8 000	7 338	7 219
Copies certifiées	4 045	10 500	6 714	5 889
Recherches	4 864	1 000	4 473	4 460
Corrections	1 928	1 000	1 001	993
Enregistrements d'adoptions	206	400	209	228
Enregistrements reportes	32	51	106	24
Permis de mariage	725	1 000	638	786
Changement de nom	1 174	1 000	864	878
Victimes d'actes criminels	408	700	643	623
Service accéléré	17 480	17 000	25 675	22 548
Certificats commémoratifs	434	1 000	950	598
TOTAL SERVICES	**103 558**	**101 351**	**113 679**	**111245**
ENREGISTREMENTS				
Naissances	16 856	15 000	15 546	14 493
Mariages	6 228	6 125	2 685	4 716
Décès	11 350	9 900	10 270	8 690
Mortinaissances	166	100	118	115
TOTAL ENREGISTREMENTS	**34 600**	**31 125**	**28 619**	**28 014**
TOTAL ACTIVITÉS	**138 158**	**132 476**	**142 298**	**139 259**

COMPARAISON DES DROITS PROVINCIAUX

FRAIS DU BUREAU PROVINCIAL DE L'ÉTAT CIVIL - EN VIGUEUR LE 31 MARS 2009													
SERVICE	**AB**	**CB**	**MB**	**NB**	**TN**	**NU**	**TNO**	**NÉ**	**ON**	**IPÉ**	**QC**	**SK**	**YU**
NAISSANCE													
Petit	20	27	25	20♠	20	10	10	28,84	25♠	25	15	25	10
Grand	20	27	(1)	25	20	10	10	34,85	(1)	35	15	25	10
Copie certifiée	20	50	25	(1)	20	10	20	34,85	35♦	(1)	(1)	50	10
MARIAGE	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
Petit	20	27	(1)	20	(1)	10	10	28,3	(1)	25	(1)	25	10
Grand	20	27	25	25	20	10	10	(1)	15	35	15	25	10
Copie certifiée	20	50	25	25	20	10	20	34,2	22	(1)	(1)	50	10
DÉCÈS	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
Grand	20	27	25	25	(3)-20	10	10	28,3	15	30	15	25	10
Copie certifiée	20	50	25	(1)	(3)-20	10	20	34,2	22	(1)	(1)	50	10
SERVICE 24 HEURES (TOUT COMPRIS)	**Ξ**	**60**	**60**	**20-25(5)**	**20**	**10**	**10**	**29-35**	**55-65**	**50-80**	**(1)**	**55**	**10(5)**
RECHERCHE GÉNÉALOGIQUE	**20**	**50**	**12/25 ♥**	**15**	**25**	**(1)**	**(1)**	**16,3**	**15**	**10**	**(1)**	**25**	**1£**
ANNÉES RECHERCHÉES	**3**	**Ttes**	**Ttes**	**3**	**3**	**(1)**	**(1)**	**3**	**5**	**3**	**(1)**	**3**	**Ttes**
Lettre: libre de se marier	(1)	(1)	25	(1)	(1)	(1)	(1)	(1)	15	(1)	(1)	(1)	(1)
Certificats commémoratifs	(1)	50	25	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)
Certificats de sécurité	(1)	(1)	25	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)
Certificats commémoratifs et de sécurité	(1)	(1)	20	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)
MODIFICATIONS	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
Correction	20	27	25	20	(3)	10	20	21,76	22-37	25	(3)	20	10
Enregistrement reporté	20	(3)	25	20	(3)	10	20	21,76	50	10	50-100	20	10
Autres	20	27	25	20	(3)	10	20	21,76	(1)	25	(3)	(3)	10
BULLETIN DE MARIAGE	**40**	**100**	**100**	**(3)**	**50**	**25**	**50**	**115,91**	**75**	**100**	**(1)**	**(2)**	**20**
CÉRÉMONIE CIVILE	**(2)**	**80,25**	**50 ▌**	**50**	**▲**	**25**	**75**	**84,37**	**75**	**(2)**	**(2)**	**(2)**	**(2)**
CHANGEMENT DE NOM	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
Complet	120	137•	125	125	36,4	(2)	125	144,7	137	100	125	135,7	50
Prénom	Comp.	Comp.	Comp.	100	25	(2)	Comp.	(1)	Comp.	100	Comp.	Comp.	Comp.
Nom de famille	Comp.	Comp.	24,7	125	36,4	(2)	Comp.	(1)	(1)	100	Comp.	Comp.	Comp.
Autres membres de la famille	Comp.	27	50	50	25	(2)	50	21,35	22	100	25♪	3,7■	17,5
CERTIFICAT DE CHANGEMENT DE NOM	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
Copie	20	27	25	15	25	(1)	(1)	16,3	15	(3)	10	25	10
Recherche	20	50	Comp.	Comp.	Comp.	(1)	(1)	5,45	15	10	(1)	(1)	Comp.
Années recherchées	Ttes	Ttes	Ttes	1988+	3	(1)	(1)	3	5	3	(1)	(1)	1988
UNION DE FAIT	**(1)**	**(1)**	**125**	**(1)**	**(1)**	**(1)**	**(1)**	**(1)**	**(1)**	**(1)**	**(1)**	**25**	**(1)**

LÉGENDE:

Comp. = Ce service est compris dans les droits
(1) = Non offert
(2) = Service fourni par un autre ministère
(3) = Aucun droit exigé
(4) = Frais de messagerie non compris
(5) = Frais de messagerie uniquement

AB
Ξ Temps de traitement : 2-3 jours ouvrables
- Demandes acceptées par les agents. Les droits demandés par ceux-ci sont de 8 à 20 $ pour les résidents de l'AB. Des droits supplémentaires s'appliquent aux paiements par carte de crédit, à la délivrance immédiate de documents et aux demandes relatives aux registres provinciaux.

BC
• Aux droits demandés pour un changement de nom s'ajoute une somme de 25 $ payable à l'O Resp. de la Direction des finances de la GRC pour une vérification de casier judiciaire, plus les droits exigés par le détachement ou le service de Police pour les empreintes digitales.
-Ajouter 5,95 $ pour l'utilisation d'une carte de crédit

MB
♥ 12 $ pour les documents commandés à partir du site.
▌ Plus les frais de déplacement

NB
♦ Gratuit pour les nouveaux-nés
-Les droits comprennent le coût de la publication.

NL
▲ Les droits sont variables
-Service fourni sans rendez-vous nécessaire

ON
♠ Les droits sont de 25 $ pour le premier certificat et de 35 $ pour un remplacement
♦ Les droits sont de 35 $ pour la première copie certifiée et de 45 $ pour un remplacement
-En vertu de la *Loi sur le mariage*, les droits demandés par le BRG pour les licences de manages et les manages civils sont de 75 $. En vertu de la *Loi sur les municipalités*, ces dernières peuvent demander un droit supplémentaire pour l'administration.

PQ
♪ Pour un enfant mineur
€ 20 $ pour une recherche initiale portant sur 5 ans et 4 $ pour chaque année supplémentaire

SK
■ Droits de publication dans la Gazette pour chaque personne supplémentaire

YT
£ 1 $ par an, jusqu'à un maximum de 20 $

MESURE DU RENDEMENT POUR L'EXERCICE 2008-2009

MESURE DU RENDEMENT

Afin de suivre, d'évaluer et de mesurer le plus efficacement possible le rendement du Bureau par rapport à ses objectifs, le personnel a défini deux catégories précises d'objectifs à atteindre.

I. OBJECTIFS DE RENDEMENT POUR LES ACTIVITÉS INTERNES

Les objectifs de rendement pour les activités internes concernent des activités qui appuient au moins un facteur de réussite déterminant que le Bureau doit viser pour faire en sorte de fonctionner avec un maximum d'efficacité. Ces mesures du rendement relient les résultats du programme aux activités du Bureau et comprennent :

LA GESTION

Faire en sorte d'obtenir la confiance des intervenants

LES FINANCES

Effectuer des opérations viables sur le plan financier et selon les meilleures pratiques commerciales

LES COMMUNICATIONS

Communiquer efficacement avec les employés, les clients et tous les intervenants

LES RESSOURCES HUMAINES

Suivre les meilleures pratiques d'emploi en vigueur dans le secteur privé et le secteur public, avec la participation du personnel

LES OPÉRATIONS

Améliorer sans cesse la qualité et la souplesse du service

II. OBJECTIFS DE RENDEMENT POUR LE SERVICE À LA CLIENTÈLE

Les objectifs de rendement pour le service à la clientèle ont été élaborés en faisant le suivi des objectifs actuels (objectifs de fonctionnement interne) et en les comparant aux données de référence établies (délais d'exécution standard). Les résultats des activités pour l'exercice se terminant le 31 mars 2009 sont illustrés sur la page suivante.

OBJECTIFS POUR LE SERVICE À LA CLIENTÈLE: RÉSULTATS

OBJECTIFS DU SERVICE À LA CLIENTÈLE - UNITÉ DU TRAITEMENT DES DEMANDES		ANNÉE COMPLÈTE (EN MILLIERS DE $)	
MESURES	**FONCTION/OBJECTIF**	**RÉEL 2008/2009**	**BUDGET 2008/2009**
MESURE DE L'INTRANT	Délivrer des certificats et des copies certifiées après avoir trouvé et vérifié les événements enregistrés; responsable des communications avec le client par courrier, télécopieur et courriel.	13,5AP 688$	13,5AP 520$
MESURE DE L'EXTRANT	Nombre de transactions par année.	99 085	97 200
MESURE DE L'ACTIVITÉ	Nombre de jours pour la livraison.	13,0	15,0
MESURE DU RÉSULTAT	Pourcentage de respect des délais prévus.	57%	80%

OBJECTIFS DU SERVICE À LA CLIENTÈLE - UNITÉ DU SERVICE À LA CLIENTÈLE		ANNÉE COMPLÈTE (EN MILLIERS DE $)	
MESURES	**FONCTION/OBJECTIF**	**RÉEL 2008/2009**	**BUDGET 2008/2009**
MESURE DE L'INTRANT	Enregistrer toutes les données d'état civil au Manitoba, microfilmer tous les enregistrements et fournir rapidement aux utilisateurs des données des rapports précis sur les événements démographiques.	10,5AP 649$	10,5AP 569$
MESURE DE L'EXTRANT	Nombre de transactions par année.	4 473	4 151
MESURE DE L'ACTIVITÉ	Nombre de jours pour la livraison.	15,0	10,0
MESURE DU RÉSULTAT	Pourcentage de respect des délais prévus.	60%	51%

OBJECTIFS DU SERVICE À LA CLIENTÈLE - UNITÉ D'INFORMATION DE L'ENREGISTREMENT		ANNÉE COMPLÈTE (EN MILLIERS DE $)	
MESURES	**FONCTION/OBJECTIF**	**RÉEL 2008/2009**	**BUDGET 2008/2009**
MESURE DE L'INTRANT	Traiter les corrections, changements de nom, adoptions, enregistrements différés et exhumations, délivrer les licences de mariage, tenir à jour des registres relatifs au clergé, aux commissaires aux mariages et aux personnes chargées de la délivrance de licences, s'occuper des demandes des clients par téléphone.	5,0AP 276$	5,0AP 288$
MESURE DE L'EXTRANT	Nombre de transactions par année.	34 600	31 125
MESURE DE L'ACTIVITÉ	Nombre de jours pour la livraison.	14,0	10,0
MESURE DU RÉSULTAT	Pourcentage de respect des délais prévus.	65%	38%

Remarque : AP= année-personne

STATISTIQUES CHOISIES POUR L'ANNÉE CIVILE 2008

TAUX DE NAISSANCES, MARIAGES, DÉCÈS ET MORTINAISSANCES PAR 1 000 HABITANTS (1999-2008)

	Naissances			Mariages			Décès			Mortinaissances	
Année	Nombre	Taux selon la population de Santé Manitoba	Taux selon la population de Statistique Canada	Nombre	Taux selon la population de Santé Manitoba	Taux selon la population de Statistique Canada	Nombre	Taux selon la population de Santé Manitoba	Taux selon la population de Statistique Canada	Nombre	Taux par 1 000 naissances vivantes
2008	15 906	13,3	13,2	5 604	4,7	4,6	10 096	8,4	8,4	152	9,6
2007	15 697	13,2	13,3	5 785	4,9	4,9	9 984	8,4	8,4	119	7,6
2006	15 005	12,7	12,7	5 776	4,9	4,9	9 803	8,3	8,3	123	8,2
2005	14 582	12,4	12,4	5 728	4,9	4,9	9 903	8,4	8,4	120	8,2
2004	14 292	12,2	12,2	5 695	4,9	4,9	9 927	8,5	8,5	120	8,4
2003	14 399	12,4	12,4	5 660	4,9	4,9	9 925	8,6	8,5	126	8,8
2002	14 332	12,4	12,5	5 906	5,1	5,1	9 881	8,5	8,6	113	7,9
2001	14 465	12,5	12,6	5 968	5,2	5,2	9 747	8,5	8,5	119	8,2
2000	14 615	12,7	12,7	6 473	5,6	5,6	9 919	8,6	8,6	139	9,5
1999	14 763	12,9	12,9	6 627	5,8	5,8	9 909	8,7	8,7	123	8,3

Le taux est le nombre de décès foetaux après 20 semaines de gestation ou plus ou pesant 500 grammes ou plus, par 1 000 naissances vivantes.

DÉCÈS AU MANITOBA PAR ÂGE ET SEXE (2008) ET PAR ÂGE ET TOTAL (2006-2008)

	2008			2007	2006
Âge	Hommes	Femmes	Total	Total	Total
Moins d'un an	61	54	115	117	92
1-4 ans	9	5	14	20	20
5-14 ans	20	11	31	40	24
15-24 ans	92	33	125	112	129
25-44 ans	229	151	380	404	374
45-64 ans	985	648	1 633	1 584	1 524
65-79 ans	1 615	1 133	2 748	2 731	2 683
80 ans et plus	2 066	2 984	5 050	4 976	4 957
Total	**5 077**	**5 019**	**10 096**	**9 984**	**9 803**

CERTAINES CAUSES SOUS-JACENTES DE DÉCÈS AU MANITOBA AVEC LE TAUX PAR 100 000 HABITANTS (2008)

	2008		
Causes de décès	**Nombre**	**Taux selon la population de Santé Manitoba**	**Taux selon la population de Statistique Canada**
Maladies du cœur (I00-I09, I11, I13, I20-I25, I26-I51)	2 261	188,6	187,2
Cancer (C00-C97)	2 653	221,3	219,6
Maladies cérébrovasculaires (I60-I69)	615	51,3	50,9
Accidents (V01-X59, Y85-Y86)	477	39,8	39,5
Pneumonie (J12-J18)	230	19,2	19,0
Suicide (X60-X84, Y890)	155	12,9	12,8
Diabète (E10-E14)	383	31,9	31,7

- Les codes entre parenthèses renvoient à la Classification internationale des maladies, version 10 (ICD-10).

TAUX DE DÉCÈS D'ENFANTS DE MOINS D'UN AN AU MANIOTBA (1999-2008)

Année	Mortinaissance[1]	Perinatal[2]	Néonatal[3]	Post-néonatal[4]	Nourrissons[5]
2008	9,6	13,9	5,0	2,2	7,2
2007	7,6	11,9	5,2	2,3	7,5
2006	8,2	12,0	4,5	1,7	6,1
2005	8,2	12,3	4,9	2,1	7,0
2004	8,4	13,0	5,5	2,1	7,6
2003	8,8	13,7	6,0	2,0	8,0
2002	7,9	11,6	4,5	2,7	7,2
2001	8,2	11,4	4,4	2,6	7,1
2000	9,5	12,9	4,3	2,4	6,7
1999	8,3	13,5	5,0	2,4	8,4

1 Mortinaissance: un enfant vingt semaines ou plus de gestation ou pesant 500 grammes ou plus. Leurs taux sont par 1 000 naissances vivantes.
2 Périnataux: un enfant âgé entre la vingtième semaine de gestation et le vingt-huitième jour de vie. Leurs taux sont par 1 000 naissances.
3 Néonatal: un nouveau-né. Leurs sont par 1 000 naissances vivantes.
4 Post-néonatal: un enfant âgé entre le trentième jour de vie et le début de petite enfance. Leurs taux sont par 1 000 naissances vivantes.
5 Les taux nourrisson sont par 1 000 naissances vivantes.

DÉCÈS DE NOURRISSONS AU MANITOBA PAR RÉGION DE RÉSIDENCE (2008)

	2008		
Régions	**Décès de nourrissons**	**Naissances**	**Taux par 1 000 naissances**
Assiniboine	4	796	5,0
Brandon	0	591	0,0
Burntwood	13	1 112	11,7
Central	14	1 730	8,1
Churchill	0	8	0.0
Interlake	7	840	8,3
Norman	9	720	12,5
North Eastman	3	514	5,8
Parkland	2	426	4,7
South Eastman	3	1 038	2,9
Winnipeg	44	7 594	5,8
Non résidents	15	535	28,0
Totals	**115**	**15 906**	**7,2**
Résidents du Manitoba	99	15 369	6,4

6 Comprend trois décès de nourrisson dont la région de santé était inconnue.

DÉCÈS D'ENFANTS DE MOINS D'UN AN SELON L'ÂGE ET LA CAUSE DU DÉCÈS AU MANITOBA (2008)

	2008			
Cause du décès	**< 7 jours**	**7-28 jours**	**28 jours - 1 an**	**Total**
Anomalies congénitales (Q00-Q99)	18	3	10	31
Détresse respiratoire du nouveau-né (P22)	1	0	0	1
Autres pathologies respiratoires survenues durant la période périnatale (P23-P28)	3	0	1	4
Immaturité (P07)	15	0	0	15
Lésion à la naissance (P10-P15)	0	0	0	0
Nouveau-né touché par des complications du placenta, cordon et membranes (P02)	8	1	0	9
Syndrome de mort subite du nourrisson (R95)	0	0	2	2
Pneumonie (J12-J18)	0	0	0	0
Accidents (V01-X59, Y85-Y86)	0	0	1	1
Autres causes	26	5	21	52
Total	**71**	**9**	**35**	**115**

- Les codes entre parenthèses renvoient à la Classification internationale des maladies, version 10 (ICD-10).

DÉCÈS ET TAUX DE MORTALITÉ ATTRIBUABLES AUX ACCIDENTS VÉHICULES AUTOMOBILES, CHUTES ACCIDENTELLES ET AUTRES CAUSES AU MANITOBA (1999-2008)

	Accidents de véhicules automobiles		Chutes accidentelles		Autres accidents		Total accidents	
Année	Décès	Taux de décès par 100 000 habitants selon la population de Santé Manitoba	Décès	Taux de décès par 100 000 habitants selon la population de Santé Manitoba	Décès	Taux de décès par 100 000 habitants selon la population de Santé Manitoba	Décès	Taux de décès par 100 000 habitants selon la population de Santé Manitoba
2008	100	8,3	174	14,5	203	16,9	477	39,8
2007	123	10,4	152	12,8	212	17,9	487	41,0
2006	142	12,0	165	14,0	168	14,3	475	40,3
2005	117	10,0	143	12,2	176	15,0	436	37,1
2004	108	9,2	125	10,7	218	18,6	451	38,6
2003	103	8,9	110	9,5	179	15,4	392	33,8
2002	114	9,9	119	10,3	171	14,8	404	34,9
2001	108	9,4	118	10,2	229	19,9	455	39,5
2000	127	11,0	90	7,8	218	19,0	435	37,8
1999	125	10,9	151	13,2	179	15,7	455	39,8

ENTERREMENTS ET CRÉMATIONS AU MANITOBA (1999-2008)

	Enterrements		Crémations		Autre7		Total décès	
Année	Nombre	Pourcentage	Nombre	Pourcentage	Nombre	Pourcentage	Nombre	Pourcentage
2008	4 168	41%	5 805	57%	123	1%	10 096	100%
2007	4 383	44%	5 424	54%	175	2%	9 982	100%
2006	4 399	45%	5 222	53%	182	2%	9 803	100%
2005	4 393	44%	5 413	55%	97	1%	9 903	100%
2004	4 630	47%	5 160	52%	137	1%	9 927	100%
2003	4 826	49%	5 000	50%	99	1%	9 925	100%
2002	4 959	50%	4 817	49%	106	1%	9 882	100%
2001	4 921	50%	4 770	49%	58	1%	9 749	100%
2000	5 146	52%	4 705	47%	69	1%	9 920	100%
1999	5 345	54%	4 486	45%	78	1%	9 909	100%

7 Inclut l'inhumation dans un mausolée ou une crypte, les dons pour recherche médicale, les dépouilles mortelles expédiées dans d'autres provinces ou pays.

MARIAGES PAR TYPES D'OFFICIANT AU MANITOBA (1999-2008)

	Clergé		Commissaire au mariage		Cour du Banc de la Reine		Total mariages	
Année	Nombre	Pourcentage	Nombre	Pourcentage	Nombre	Pourcentage	Nombre	Pourcentage
2008	2 782	50%	2 808	50%	8	0%	5 6048	100%
2007	2 895	50%	2 884	50%	6	0%	5 785	100%
2006	3 141	54%	2 623	45%	12	0%	5 776	100%
2005	3 127	55%	2 585	45%	16	0%	5 728	100%
2004	3 228	57%	2 425	43%	42	1%	5 695	100%
2003	3 294	58%	2 289	40%	76	1%	5 659	100%
2002	3 428	58%	2 370	40%	110	2%	5 908	100%
2001	3 547	59%	2 260	38%	170	3%	5 977	100%
2000	3 927	61%	2 343	36%	204	3%	6 474	100%
1999	4 205	63%	2 262	34%	160	2%	6 627	100%

ENREGISTREMENTS DES UNIONS DE FAIT (2005-2008)

	2008	2007	2006	2005	2004[9]	Total
Nombre	43	33	20	9	4	**109**

9 En 2004, législation s'est passée permettant l'enregistrement des unions de fait.

NAISSANCES TOTALES (1999-2008)

	Total garçons		Total filles		Total naissances	
Année	Nombre	Pourcentage	Nombre	Pourcentage	Nombre	Pourcentage
2008	8 059	51%	7 847	49%	15 906	100%
2007	8 039	51%	7 658	49%	15 697	100%
2006[10]	7 653	51%	7 351	49%	15 004	100%
2005	7 391	51%	7 191	49%	14 582	100%
2004	7 360	51%	6 932	49%	14 292	100%
2003	7 373	51%	7 026	49%	14 399	100%
2002	7 455	52%	6 882	48%	14 337	100%
2001	7 345	51%	7 124	49%	14 469	100%
2000	7 500	51%	7 120	49%	14 620	100%
1999	7 649	52%	7 122	48%	14 771	100%

10 Comprend une naissance de sexe inconnu.

LES DIX PRÉNOMS DE GARÇONS LES PLUS POPULAIRES AU MANITOBA (1999-2008)

Nom du garçon	2008	2007	2006	2005	2004	2003	2002	2001	2000	1999
						Nombre				
Ethan	90	122	104	113	127	119	117	105	88	
Noah	85	90	75	70	77	66	73			
Aiden	75		57							
Liam	73	62	60	59						
Alexander	72	69	70	66	65					
Joshua	67	68	81	93	93	107	130	117	108	124
Jayden	65									
Evan	59			59						
Logan	58	78	81	65	77	64		76		
Benjamin	57	62								
Matthew		71	78	97	103	86	95	112	147	135
Nathan		62			64	65				
Jacob		60								
Owen			64							
Tyler			59		64	70	71	79	106	95
Carter				69						
Nicholas				59		69	80	92	95	95
Dylan					65		74	81	76	84
Ryan					63	72	75	77		82
Michael						66			74	86
Austin							71			93
Riley							68		72	
Justin								88		
Zachery								66	82	74
Jordan									92	83

LES DIX PRÉNOMS DE FILLES LES PLUS POPULAIRES AU MANITOBA (1999-2008)

Nom de la fille	2008	2007	2006	2005	2004	2003	2002	2001	2000	1999
						Nombre				
Emily	78	87	74	89	101	117	97	118	90	98
Emma	69	58	69	66	98	99	89	64		58
Ava	66	89	55	49						
Hannah	66	66	64	52	68	76	76	58	67	66
Olivia	59	50		52	43					
Madison	56	68	73	65	74	79	83	90	60	60
Abigail	56	51	54		52					
Hailey	52		44	56	43	49				
Taylor	49						52	63	75	116
Brooklyn	46	55								
Sarah		51	62	51	68	56	55	56	78	64
Brooke		45								
Chloé			47							
Isabella			45							
Ella				46						
Alexis				46		41				
Jessica					44	43	50	74		77
Paige					43					
Alyssa						55	54			
Mackenzie						45		51	61	
Ashley							51	60	50	63
Kayla							49			
Samantha								49	56	66
Sydney									63	
Megan									53	56
Nicole										

RÉSULTATS FINANCIERS POUR L'ANNÉE FINANCIÈRE 2008-2009

SOMMAIRE DU BILAN FINANCIER D'ENSEMBLE

BUREAU DE L'ÉTAT CIVIL SOMMAIRE FINANCIER 2008-2009 (EN MILLIERS DE DOLLARS)					
	2008-2009 Réel	**2008-2009 Budget**	**Écart Budget**	**2007-2008 Réel**	**Écart l'année dernière**
Revenus					
Chiffres d'affaires net	3 268$	3 155$	113$	3 441$	(173$)
Recouv. des couts: ministères gouv.	291	80	211	197	94
Revenu en intérêts	19	16	3	56	(37)
Revenu total	**3 578**	**3 251**	**327**	**3 694**	**(116)**
Dépenses					
Salaires et avantages sociaux	2 112	1 841	(271)	1 866	(246)
Frais d'exploitation	1 094	1 009	(85)	1 009	(85)
Amortissement	327	444	117	210	(117)
Total des dépenses	**3 533**	**3 294**	**(239)**	**3 085**	**(448)**
Bénéfices nets de l'exercice	**45**	**(43)**	**88**	**609**	**(564)**
Bénéfices non repartis					
Au début d l'exercice	1 763	1 239	524	1 434	329
Bénéfices nets de l'exercice	45	(43)	88	609	(564)
Transfert a la province	(280)	(280)	0	(280)	0
À la fin de l'exercice	**1 528$**	**916$**	**612$**	**1 763$**	**(235$)**

ANALYSE DE L'ÉCART (EN MILLIERS DE DOLLARS)

RECETTES

Les recettes réelles ont dépassé de 327 $, soit 10,1%, les recettes prévues, principalement en raison de la persistance d'une forte demande de certificats de naissance et de services d'urgence.

DÉPENSES

Les dépenses réelles liées aux salaires et aux avantages sociaux ont dépassé de 271 $, soit 14,7 % les dépenses prévues. L'écart résulte des heures supplémentaires faites par le personnel durant l'exercice (45 $), des dépenses engagées pour le programme STEP (151 $) et des frais relatifs au nouveau poste.

Les frais d'exploitation réels ont dépassé de 85 $, soit 8,4% les frais prévus. Cet écart est principalement dû au dépassement de 35 $ pour les honoraires professionnels liés à la carte d'identité Plus et aux coûts d'impression anormalement élevés découlant du lancement des nouveaux certificats de naissance.

RAPPORT DE LA DIRECTION

À l'attention de l'Office de financement des organismes de service spécial

RESPONSABILITÉ DE LA DIRECTION EN CE QUI CONCERNE L'INFORMATION FINANCIÈRE

Le vendredi 07 mai, 2009

Le Bureau de l'état civil assume la responsabilité des états financiers ci-joints et des autres renseignements qui figurent dans ce rapport annuel.

Les états financiers ont été préparés en conformité avec les principes comptables généralement reconnus au Canada, en faisant appel aux estimations et au jugement de la direction le cas échéant. Les données financières présentées ailleurs dans le rapport annuel sont conformes à celles des états financiers.

La direction du Bureau de l'état civil a mis en place des systèmes comptables et des contrôles internes qui visent à donner l'assurance raisonnable de la fiabilité des données financières, de la comptabilisation correcte des actifs et de leur sauvegarde.

Les états financiers de l'exercice terminé le 31 mars 2009 ont été vérifiés par Bulat & Poustie conformément aux normes de vérification généralement reconnues au Canada. Le rapport du vérificateur précise la portée de l'examen entrepris dans le cadre de la vérification et énonce l'opinion du vérificateur sur la présentation des renseignements qui figurent dans les états financiers.

Le Bureau, par l'intermédiaire de sa Direction, s'acquitte de sa responsabilité pour ce qui est d'examiner et d'approuver les états financiers et le rapport annuel. La Direction approuve ces états financiers et le rapport annuel avant leur publication.

Susan Boulter
Chef de l'exploitation

ÉTATS FINANCIERS VÉRIFIÉS POUR L'ANNÉE FINANCIÈRE 2008–2009

Rapport du vérificateur daté du 11 mai 2008
Bilan au 31 mars 2008
État des bénéfices
État des bénéfices non répartis
État des liquidités
Notes sur les états financiers
Annexe — Dépenses de fonctionnement
Annexe — Divulgation de la rémunération des employés du secteur public